Exercise 1.1

The following questions has been designed based on Professional Investigator Manual, Chapter-1, Investigation Management

1. What is investigation?

Answer: Investigation: is a systematic and through examination or inquiry into something or someone (the collection of facts and information) and the recording of that examination in a report.

Source: POA,2011,investigation ch1,p1

2. Define investigation from management perspective:

Answer: Management is defined as the act of conducting or supervising something or "the judicious use of means to accomplish an end".

Source: POA,2011,investigation ch1,p1

3. What are the primary purposes of an investigation?

Answer:

The primary purpose of any investigation

- thoroughly documenting incidents
- identifying cause of undesirable situations
- documenting and correlating facts surrounding any situation or allegation
- identifying suspects involved in a crime or act of misconduct
- completing information that proves or disproves an allegation or that implicates or exonerates an individual suspected or committing a crime or misconduct
- allowing a decision to be made, often with respect to a level of trust or suitability determination, regarding an individual

(POA, Investigation, P – 1)

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4. What is defalcation?

Answer: Failure to properly account for money held in a fiduciary capacity.

(POA, Investigation, P – 1)

5. What are the considerations for an investigation?

Answer:

Investigation Considerations:

a. The case level
b. The strategic level.

6. Define the investigative functions at case level:

Answer: At the case level: the purpose sets the context within which the investigation will be conducted and help keep the people working or the particular case focused.

(POA, Investigation, P – 2)

7. Define the investigative at the strategic level?

Answer: Dictates the necessary planning, organizing, equipping, staffing and preparation

(POA, Investigation, P – 2)

8. What are the qualities of an effective investigation

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Answer: Objectivity, thoroughness, relevance, accuracy and timeliness

(POA, Investigation P – 2)

9. Who will ensure that the investigation are present at the case and strategic level of investigation?

Answer: It is management's role to ensure these qualities are present at both level of investigation

(POA Investigation P – 2)

10. The most difficult requirements for the investigator is to maintain……..

Answer: Objectivity

(POA, Investigation P – 2)

11. Many investigations are founded or working…….

Answer: hypothesis.
(POA Investigation P – 2)

12. The hypothesis is appropriately used as a tool as long as it remains within…….
Answer: The bounds of objectivity.

(POA Investigation P – 2)

13. What is the common mistake of inexperience investigation?

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Answer: Failure to corroborate evidence is a common mistake of inexperienced investigations, but it can happen to anyone.

(POA Investigation P – 2)

14. What shall an investigator do to aid in maintaining objectivity?

Answer: To aid in maintaining objectivity, every investigator should consciously recognize his or her personal prejudice and neutralize the effects of those prejudices on investigative activities, including the formation of the hypothesis.

(POA Investigation P – 2, 3).

15. What is crucial for successful outcome of a case?

Answer: Investigators' approach and demeanor is of critical importance to the successful outcome of a case.

(POA Investigation P – 3)

16. The investigation accomplishes an air of objectivity by choosing….

Answer: words and phrases carefully and avoiding facial expression and body language.

(POA Investigation P – 3)

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17. During investigation, the first and foremost, the investigator must project……

Answer: An air of objectivity.

(POA Investigation P – 3)

18. Corroborating important aspects through different sources is a proven means of…….

Answer: Achieving thoroughness.

(POA Investigation P -3)

19. In the interest of thoroughness, a balance must be drawn between……..

Answer: an effort to follow every possible lead to its logical conclusion and gathering so much information.

(POA Investigation P -3)

20. What is the key determinant of relevance?

Answer: The spectrum of details pertains, the depth of details and cause and effect.

(POA Investigation P - 4).

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21. What can arise and become extremely relevant in any type of investigation.

Answer: Cause and Effect relationship

(POA Investigation P – 4).

22. What is the least accurate forms of investigative information.

Answer: Eyewitness accounts are among the least accurate forms of investigative information

(POA Investigation P – 4)

23. In the corporate environment, most credible information on losses, several harassment and other reportable incidents come from…….

Answer: Employee tips.

(POA Investigation P – 5)

24. Sound investigative technique dictates……

Answer: Frequent tests for verification.

(POA Investigation P – 5)

25. If an informant is the only source of key data, the informant should be tested at least for……..

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Answer: Consistency.

(POA Investigation P – 5)

26. Who should be carefully evaluate all investigative input?

Answer: All investigative input should be carefully evaluated by the investigative management team.

(POA Investigative P – 5)

27. Accuracy is also a key element in……

Answer: Personal background and reemployment investigation

(POA Investigation P – 5)

28. Three things important for an investigation:

Answer: In investigation it is important to:

- Open an investigation as soon as possible
- Complete an investigation as quickly as possible
- Avoid closing an investigation prematurely

(POA, Investigation P – 6)

29. Why it is important to conduct an investigation as soon as an incident is reported?

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Answer: The important reason for conducting an investigation as soon as incident is reported or discovered because the value of physical or electronic evidence diminishes rapidly and witnesses others who posses relevant information provide the best information when the incident in fresh.

(POA Investigation P – 6)

30. Once an investigation is under way it should be completed in …… to conserve resource, allow operations to return normal as soon as possible, and deter other potential wrongdoers.

Answer: expedient manners

(POA Investigation P – 6)

31. What reflect the professionalism of the investigation.

Answer: Quick and decisive

(POA Investigation P – 6)

32. What is the impact of rush investigation?

Answer: Rush investigation leads towards adverse impact including the possibility of increased liability risk.

(POA Investigation P – 7)

33. In which type of case resolution can be achieved?

Answer: Resolution cannot be achieved in all cases

(POA Investigation P – 6)

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34. What can help to minimize the problem of unrealistic expectation as an outcome of investigation?

Answer: Regular and timely communication between senior security or investigative managers corporate or organizational decision makers will help minimize the problem of unrealistic expectations

(POA Investigation P – 6)

35. Public sector organization's activities are often measured in terms of ……

Answer: Numbers of arrests and convictions

(POA Investigation P – 7)

36. A crime scene investigation is an example of …….

Answer: Reactive measures.

(POA Investigation P – 7)

37. The primary purpose of a private sector security organization is to…….

Answer: Protect the interests of the employing enterprise.

(POA Investigation P – 7)

38. Why in many cases, the public law enforcement agency having jurisdiction decides not to investigative an incident?

Answer: Because of its workload and other priorities

(POA Investigation P – 7)

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39. What are points that distinct private sector and public sector investigation?

Answer: The distinction between the public sector and private sector has implication for

- legal authority
- resource allocation
- program management
- investigative outcome

(POA Investigation P – 7)

40. The value of private sector investigative capabilities are frequently measured in terms of ……

Answer: Recovery, restitution and risk reduction.

(POA Investigation P - 7)

41. The interest of the private sector enterprise may be best served by some combination of……

Answer: Accepting restitution or taking administrative or employment action.

(POA Investigation – 7)

42. Which investigation is broader in scope? Public or corporate?

Answer: Corporate investigation tends to be broader in scope than those initiated by public law enforcement.

(POA Investigation P – 8)

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43. What are the points that must be consider n determining investigation outcomes

Answer: In determining investigation outcomes of the case must consider

- the legal requirements in the jurisdiction
- organized labor contracts in force or pending
- public and investor relations
- the past practice of the enterprise in similar cases

(POA Investigation P – 8)

44. Who should be always consulted before making any decision regarding the outcome of the investigation?

Answer: Legal counsel should always be consulted in making decision about the outcome of investigation.

(POA Investigation P – 8)

45. In private sector, a formal relationship should be formed between the ……

Answer: investigator and appropriate legal counsel

(POA Investigation P – 8)

46. What are the basic functions of management?

Answer: Planning, organizing, directing, coordinating, and controlling.

(POA, Investigation P – 10)

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47. What are the three levels of investigation in which it should be managed?

Answer: Investigation can be managed at the strategic, operational and case levels.

(POA Investigation P – 10)

48. At which level of investigation legal counsel should be involved?

Answer: Legal counsel must be involved at strategic level to ensure the proper focus of the investigation as it relates to company policy and procedures or civil or criminal states.

(POA, Investigation P – 10)

49. What are the issues at strategic level?

Answer: Issues at strategic level include:

- Who will head the investigate function
- Where it will fit in the organizational structure
- What its strategic goals and objectives will be
- Where it will focus its efforts
- How financial and personal resources will be allocated to the function.

(POA, Investigation P – 10)

50. What are the functions of operations level?

Answer: The operational level deals with the technical aspects of the investigative function and how the function works within its department.

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(POA, Investigation P – 10)

51. What are the issues at operational level?

Answer: Issues at operational level include:

- Case load, case assessment, quality control, investigative policies and procedures, reporting formats, liaison, composition, supplies and equipment, evidence management, and outside contracts are considered at this level.

(POA, Investigation P – 10)

52. What are the issues at case level?

Answer: Issues at case level involves:

- Individual investigations, the particular investigators.
- Investigative technique
- Case management protocols associated with them.

(POA, Investigation P – 11)

53. Goals and objectives are critical to the investigations functions at which level of investigation?

Answer: All three levels of investigations.

(POA, Investigation P – 11)

54. Objectives are based on….

Answer: The goals but more specific and may be more short – lived.

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(POA, Investigation P – 11)

55. Objectives can be used to gauge ….

Answer: The progress, success or achievement of a unit.

(POA, Investigation P – 11)

56. Specific, measurable goals are also known as…….

Answer: Metrics in modern organizations.

(POA, Investigation P – 11)

57. How investigation metrics can be used?

Answer: Metrics can be used to evaluate the performance of individuals, teams and organizations.

(POA, Investigation P – 11)

58. Any investigative strategies developed must be compatible with the ……

Answer: Organization's overall strategic business plan.

(POA, Investigation P – 11)

59. When developing the tactical objectives for an investigative project, the IU Chief should consult…….

Answer: The organization's tactical business plan to ensure compatibility.

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(POA, Investigation P – 11)

60. A significant issue that transcends the three levels of investigation management is that of ……..

Answer: Ethics.

(POA, Investigation P – 11)

61. What can seriously damage the effectiveness of an IU?

Answer: A lack of solid ethical standards can seriously damage the effectiveness of an IU or individual investigators.

(POA, Investigation P – 11)

62. In order to be effective in gathering, corroborating, and integrating facts, investigators and IU rely on their……

Answer: Credibility and respectability.

(POA, Investigation P – 11)

63. A reputation for unethical behavior has a significant adverse impact on that …….

Answer: Trust relationship.

(POA, Investigation P – 12)

64. For small organizations with infrequent investigative needs, the use of an outside agency or contract service (outsourcing) is……..

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Answer: A logical choice.

(POA, 2011, ch1, p13)

65. The primary **goal of** a compliance investigation is to…..

Answer: Provide guidance regarding possible or potential violations of regulatory requirements.

(POA, 2011, ch1, p13)

66. In almost all **situation**s, what is a major factor in the decision to outsource or maintain an internal investigative capability?

Answer: Cost

(POA, 2011, ch1, p13)

67. What is included in investigative cost elements?

Answer: It include personnel expenses, contracts and retainers, equipment, consumables, and office expenses.

(POA, 2011, ch1, p13)

68. What can be used to determine whether to outsource the investigative unit?

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Answer: The cost-benefit analysis is a useful tool to.

(POA, 2011, ch1, p13)

69. To predict investigative budget, what is the best approach?

Answer: The best approach is to base budget estimates on historical data, quantitative estimates of risk avoidance, support of organizational goals and factor in projected changes.

(POA, 2011, ch1, p13)

70. What are the advantages of internal investigation sources?

Answer: The advantages of internal investigative sources are : 1- company exercise complete control of the investigative process and people, 2- ability to maintain closer liaison with local agencies and internal contacts, 3- better ability to protect sensitive information and keep it inside the organization;

(POA, 2011, ch1, p14)

71. What are the advantages of outsourcing?

Answer: The advantages of outsourcing are:1- ability to expand or reduce workforce according to actual need,2- responsibility for equipment, supplies and training can be transferred to the contractor, 3- specialists and experts can be called in as needed, 4- can be more cost-effective, 5- minimize overhead costs, 6- investigators may have a broader base of expertise and experience, 7- gives independent, outside objective appearance to investigation.

(POA, 2011, ch1, p14)

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72. What are the disadvantages of outsourcing?

Answer: The disadvantages of outsourcing are : 1-quality control is largely in the hands of the contractor, 2- investigators may not be as familiar with the client's company, mission, organization, and culture;

(POA, 2011, ch1, p14)

73. What are the disadvantages of internal investigative resources?

Answer: The disadvantages of internal investigative resources are : 1- high cost of maintaining an internal investigative capability, 2- need to maintain equipment that may not be used for a lengthy period, 3- need to maintain an investigative staff, including training, licensing, and personnel management, 4- especially if there is litigation, the investigation may be tainted as it has been conducted under company direction;

(POA, 2011, ch1, p14)

74. Optimally, the structure of an investigative function is …

Answer: The result of a need assessment and a cost-benefit analysis.

(POA, 2011, ch1, p15)

75. Investigative needs generally arise on…..

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Answer: Short notice and on surge basis;

(POA, 2011, ch1, p16)

76. How the investigative mission fits into an organizations?

Answer: 1- the reporting chain, 2- physical location of the investigative capability.

(POA, 2011, ch1, p16)

77. The chain between source of investigation and investigation decision maker should be long or short?

Answer: The shortest reporting chain between the sources of information and the final decision maker is the best;

(POA, 2011, Investigation, ch1, p16)

78. If litigation is expected or some culpability of the company is suspected, the investigator should deliver the report directly to and only to the….

Answer: Legal counsel of record for the company.

(POA, 2011, Investigation, ch1, p16)

79. The reporting chain for investigative information or results is critical and can affect……..

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Answer: Both outcome of specific cases and the effectiveness of the unit itself;

(POA, 2011, Investigation, ch1, p16)

80. Does the reporting chain requires to follow the day to day organization chart?

Answer: The reporting chain does not necessarily need to follow the day-to-day organization chart or supervisory chain.

(POA, 2011, Investigation, ch1, p16)

81. What are the key considerations in selecting the physical location and layout of IU?

Answer: The key considerations in selecting the physical location and layout of the IU: 1- access to key information and people, 2- privacy, 3- the need to call people in or access them for interviews,4- the need to move quickly around the facilty,5- the possible need to store large amounts of information or evidence, 6- secure storage space for equipment and supplies, and 7- communications needs.

(POA, 2011, Investigation, ch1, p17)

82. Define the space of an IU:

Answer: Ideally, the IU would have a soundproof room with ample space for the investigation team to work together and post exhibits. The room should have internet access, telephones, and whiteboards, and it should be secured when not in use. Some teams refer such a location as a war room.

(POA, 2011, Investigation, ch1, p17)

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83. For a corporate investigative function, outsourcing can mean……..

Answer: : 1- complete outsourcing of the investigative function to an outside under contract, 2- contracting out for selected or specialized investigative support services as needed;

(POA, 2011, Investigation, ch1, p18)

84. The decision to outsource and the outsourcing approach are usually based on…

Answer: A cost-benefit analysis and projected overall investigative needs;

(POA, 2011, Investigation, ch1, p18)

85. The specialized services that are commonly called on to support corporate investigation are…….

Answer: 1- computer forensics, 2- forensic auditing, 3- handwriting analysis, 4-questioned document examination,5- statement analysis, 6-forensic psychology, 7- forensic polygraph, 8- technical surveillance or counter surveillance to provide a deterrent to criminal activity.

(POA, 2011, Investigation, ch1, p18)

86. It is recommend that vendors be preapproved through a……

Answer: Vetting process;

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(POA, 2011, Investigation, ch1, p19)

87. What are the responsibilities of IU Chief after being selected the vendor?

Answer: Once vendor is selected, the IU chief should ensure that key provisions or clauses of the contract pass through to any consultants or subcontractors the vendor may use.

(POA, 2011, Investigation, ch1, p20)

88. Ultimately, the responsibility for ensuring the proper training, and licensing of contract investigators lies with the……..

Answer: Hiring organizations (company issuing the contract).

(POA, 2011, Investigation, ch1, p21)

89. The structure and operation of an organization's investigative function can have a great impact on……..

Answer: The financial and operational health of the organization.

(POA, 2011, Investigation, ch1, p2)

90. The IU is given credibility and authority through a functional charter issued by……

Answer: The CEO or an equivalent officer.

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(POA, 2011, Investigation, ch1, p16)

91. What is outlined by the policy statement?

Answer: The policy statement outlines procedures for initiating and conducting investigations and it addresses reporting channels, coordination mechanisms, and disposition.

(POA, 2011, Investigation, ch1, p21)

92. To estimate the appropriate size of the unit, what is necessary to consider?

Answer: It is necessary to consider the projected case load, nature of cases, geographic area covered, and administrative or other support needs.

(POA, 2011, Investigation, ch1, p22)

93. What is considered to determine the unit size?
Answer: The expected type of cases is a key determinant in unit size.

(POA, 2011, Investigation, ch1, p22)

94. Selecting professional personnel is an important aspect of setting up a …

Answer: Proprietary IU.

(POA, 2011, Investigation, ch1, p22)

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95. An important factor is evaluating candidates(investigator) is the……

Answer: Training they have received;

(POA, 2011, Investigation, ch1, p22)

96. Which skill is considered as the most critical for an investigator?

Answer: Communication skills are one of the most critical skills needed by an investigator.

(POA, 2011, Investigation, ch1, p23)

97. The **core** of any investigation is….

Answer: The ability to elicit information from all sorts of people, both cooperative and uncooperative, with many different perspectives and at different levels is absolutely essential.

(POA, 2011, Investigation, ch1, p23)

98. What are the skills that make a man good investigator?

Answer: People with excellent observation, interpretation and correlation skills often make good investigators;

(POA, 2011, Investigation, ch1, p24)

99. The best investigators are people who have ……

Answer: Good math skills;

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(POA, 2011, Investigation, ch1, p25)

100. In many respect, an investigation is ……

Answer: An analytical process;

(POA, 2011, Investigation, ch1, p25)

101. What are the consideration that should be given to prepare temporary or long term evidence storage?

Answer: The consideration should be given to preparing for either temporary or long-term evidence storage which are: 1- keys or locks combinations to the evidence storage are should be given to only a few individuals, 2-most evidence storage room.

(POA, 2011, Investigation, ch1, p26)

102. Budgets and financial management are always important issues, particularly when……

Answer: Establishing a new function or unit;

(POA, 2011, Investigation, ch1, p28)

103. The lifeblood of the investigative mission is…….

Answer: Information

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(POA, 2011, Investigation, ch1, p28)

104. An employee hot line is…….

Answer: A cost effective way to obtain information with regard to employee malfeasance;

(POA, 2011, Investigation, ch1, p28)

105. What are the four key areas of managing an investigation?

Answer :The four key subject areas of managing investigations are : 1- investigative function, 2- investigative resource, 3- unit management, 4- case management;

(POA, 2011, Investigation, ch1, p29)

106. What is meant by lapping?

Answer: Lapping means crediting one account with money from another account.

(POA, 2011, Investigation, ch1, p29)

107. What is meant by embezzlement or defalcation?

Answer: Embezzlement or defalcation mean appropriation of property by a person to whom it has been entrusted;

(POA, 2011, Investigation, ch1, p29)

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108. What is meant by skimming?

Answer: Skimming means keeping some of the cash;

(POA, 2011, Investigation, ch1, p30)

109. One particularly important but often neglected type of investigation is ……

Answer: The due diligence investigation.

(POA, 2011, Investigation, ch1, p30)

110. What are the principle resources of an investigation unit?

Answer: The principal resources of an IU are people, information, credibility, physical assets, and financial assets;

(POA, 2011, Investigation, ch1, p31)

111. Why investigative funding needs are often difficult to project?

Answer: Investigative funding needs are often difficult to project because they can be drastically affected by one or a few major cases as well as new regulatory requirements or legislation.

(POA, 2011, Investigation, ch1, p31)

112. Justifying investigative budget requests is a…..

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Answer: Daunting task;

(POA, 2011, Investigation, ch1, p31)

113. What can significantly improve the response to funding requests?

Answer: Carefully tracking and **managing** operational and overhead costs can significantly improve the response to funding requests;

(POA, 2011, Investigation, ch1, p31)

114. What represents the largest budget items for an IU?

Answer: Costs for **personnel** and outside services generally represent the largest budget items for an IU.

(POA, 2011, Investigation, ch1, p31)

115. Define the investigative life cycle?

Answer: The investigative **life cycle** are: 1-initiation, 2- investigation,3- reporting, 4-results/follow-up;

(POA, 2011, Investigation, ch1, p32)

116. Most credible information on losses, sexual harassment, and other problems comes from ……..

Answer : Employee tips.

(POA, 2011, Investigation, ch1, p33)

117. What are the management responsibilities in investigation phase?

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Answer: Management responsibilities in the investigation phase include implementation of a case management systems and appropriate administrative control.

(POA, 2011, Investigation, ch1, p34)

118. Case assignment in larger units(with several investigators) may be based on ….

Answer: caseload, experience, specialization, geography, or a combination of these factors;

(POA, 2011, Investigation, ch1, p34)

119. What is the ultimate consequence of poor case assignments?

Answer: Poor case assignment can quickly lead to investigator disenchantment and degrade the IU's effectiveness and its ability to resolve cases successfully;

(POA, 2011, Investigation, ch1, p34)

120. Whose function is to manage an investigation assignment ledger?

Answer: Managing an investigative assignment ledger falls under the function of the controller or manager.

(POA, 2011, Investigation, ch1, p34)

121. What are the factors that affect an investigation production?

Answer: Investigative production is affected by the temperament, competence, and working pace of the investigator, by the complexity of the case, and by the availability of informants and other sources of information;

(POA, 2011, Investigation, ch1, p35)

122. Documentation and record keeping are tedious but important aspect of…….

Answer: Investigative management responsibility.

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(POA, 2011, Investigation, ch1, p35)

123. What are the key issues in managing the IU?

Answer: Three key issues in managing the IU are: 1- setting objectives, 2- motivating the investigative staff, 3- training.

(POA, 2011, Investigation, ch1, p36)

124. What are the some investigation responsibilities that often neglected but important for effective operation of the unit?

Answer: Setting objectives and monitoring progress toward them is a responsibility that is often neglected but is important for effective operation of the unit as well as demonstrating value to the organization.

(POA, 2011, Investigation, ch1, p36)

125. Investigative objectives must be…….

Answer: Specific and measurable.

(POA, 2011, Investigation, ch1, p36)

126. When a case file should be established?

Answer: At the outset of each investigation and upon the approval of the IU manager, a case file should be established.

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(POA, 2011, Investigation, ch1, p38)

127. In investigation, best idea often result from …

Answer: Collaboration.

(POA, 2011, Investigation, ch1, p39)

128. What are the tasks that needed to be undertaken by the lead investigator?

Answer: During the courses of the investigation, the lead investigator must ensure that the following tasks are undertaken: 1- track liaison contacts and information provided, 2- maintain surveillance logs,3- maintain evidence logs, 4- file original written statements and documentary evidence, 5- where applicable, track investigative costs by case, 6-maintain the suspense log,7- report to regulatory agencies when required;

(POA, 2011, Investigation, ch1, p39/40)

129. Typically, investigative results are conveyed in……..

Answer: A formal report of investigation;

(POA, 2011, Investigation, ch1, p40)

130. In investigation, legal matters must be considered for two reasons, what are the reasons?

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Answer: Legal matters must be considered for two reasons: 1- to protect the company against liability and, 2- to ensure that an appropriate conclusion can be reached if the case goes to court or another legal forum.

(POA, 2011, Investigation, ch1, p41)

131. What is invaluable in operation of an effective IU?

Answer: Professional working relationships are invaluable in the operation of an effective IU.

(POA, 2011, Investigation, ch1, p42)

132. For organization that requires frequent, large, or more complex investigations, what is advisable?

Answer: A criminal intelligence analysis function may be advisable.

(POA, 2011, Investigation, ch1, p43)

133. An important aspect of investigative management, which often receives less attention than is warranted, particularly in the private sector, is that of …..

Answer: Protecting case-specific investigative information.

(POA, 2011, Investigation, ch1, p43)

134. What is the consequence of improper handling of investigative information?
Answer: Improper handling of investigative information can energize the rumor mill, harming the investigation, stock prices, market share, and corporate reputation.

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(POA, 2011, Investigation, ch1, p43)

135. What is OPSECC?

Answer: Operational security is the totality of all security and planning measures employed to ensure a successful outcome for a particular operation or activity as well as the safety of the investigators involved;

(POA, 2011, Investigation, ch1, p44)

136. What are the five cyclical steps included in OPSEC?

Answer: The OPSEC process includes five cyclical steps : 1- identify assets(critical information), 2- define the threat(collectors, capabilities, motivations), 3- assess vulnerabilities, 4- analyze the risk(impact, priority, existing countermeasures, etc;), 5- develop and implement countermeasures;

(POA, 2011, Investigation, ch1, p44)

137. An important rule of thumb is never to underestimate the lengths to which ……

Answer: Adversaries will go to get what they want.

(POA, 2011, Investigation, ch1, p45)

138. During investigation process vulnerabilities can be …….

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Answer: Be direct or indirect.

(POA, 2011, Investigation, ch1, p45)

139. What are the factors an investigative risk analysis based on?

Answer: Investigative risk analysis based on : 1- the nature of the critical information, 2- the credible threats, 3- the identified vulnerabilities, 4- the consequences of an information compromise-assigns levels or priorities to the information risks;

(POA, 2011, Investigation, ch1, p45)

140. A countermeasure against information risk is……..

Answer: Anything that effectively negates or reduces an adversary's ability to exploit information or vulnerabilities.

(POA, 2011, Investigation, ch1, p45)

141. Do you think culture is an issue in investigation?

Answer: Cultural issues can become a factor in an investigation in almost any type of company, industry, or organization.

(POA, 2011, Investigation, ch1, p48)

142. What is the difference in multinational and international investigation?

Answer: The differences in multi-national and international investigations fall into one or more of three categories: 1- law, 2- liaison, 3-approach;

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(POA, 2011, Investigation, ch1, p48)

143. What are effect of working relationship with foreign counterpart or supporting agencies?

Answer: In most cases, a close working relationship with foreign counterpart or supporting agencies can have immense benefits and greatly expedite successful resolution.

(POA, 2011, Investigation, ch1, p48)

144. If you are paying for information who should be consulted first?

Answer: Legal counsel should be consulted before payments are offered for information.

(POA, 2011, Investigation, ch1, p49)

145. What is the most significant problem in international investigation?

Answer: Cultural differences are the most challenging problem in international investigations;

(POA, 2011, Investigation, ch1, p49)

146. What is the best way to help to ensure the an appropriate case conclusion?

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Answer: The best way to help ensure an appropriate case conclusion is to focus on the basic qualities of an investigation : objectivity, thoroughness, relevance, accuracy, and timeliness;

(POA, 2011, Investigation, ch1, p49)

147. In every case effective and reliable investigations are……

Answer: Timely and accurate.

(POA, 2011, Investigation, ch1, p50)

148. What are the types of investigation?

Answer: The types of investigation are : 1- incident investigation, 2- misconduct investigation, 3- compliance investigation;

(POA, 2011, Investigation, ch1, p50/51/52)

149. The initiation event in a private sector incident investigation is ……..

Answer: Generally a security force incident report.

(POA, 2011, Investigation, ch1, p50)

150. Which investigation is one of the most common type of investigation?

Answer: Incident investigation is the most common type of investigation in many business and organizational settings.

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(POA, 2011, Investigation, ch1, p50)

151. Who usually performs the incident investigation inquiry?

Answer: The inquiry of incident investigation is often performed by a security supervisor or the security director rather than a full-time professional investigator.

(POA, 2011, Investigation, ch1, p50)

152. What is the most common form of workplace embezzlement?

Answer: During an embezzlement investigation, cash disturbances are the most common form of workplace embezzlement.

(POA, 2011, Investigation, ch1, p51)

153. Who should approve the investigation protocol?

Answer: Investigative protocol should be approved by executive management in order to lend credibility and authority to the process.

(POA, 2011, Investigation, ch1, p52)

154. The inquiry report of incident investigation is often a ……

Answer: Standardized from.

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(POA, 2011, Investigation, ch1, p53)

155. An important subcategory of constructive incident investigations is …

Answer: The misconduct investigation.

(POA, 2011, Investigation, ch1, p53)

156. Write an important characteristic of workplace investigation?

Answer: An important characteristic of workplace misconduct investigations is that they leave the employer particularly open to legal action by employees or former employees who feel they have been treated unfairly.

(POA, 2011, Investigation, ch1, p53)

157. What is the best way to prepare for misconduct investigation?

Answer: The best way to prepare for misconduct investigations is to coordinate the matter as soon as possible with the human resources director and corporate legal counsel (or equivalent officials).

(POA, 2011, Investigation, ch1, p53)

158. Does an experienced corporate investigator use techniques to induce an innocent person to confess guilt?

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Answer: Experienced corporate investigators do not use techniques that may induce an innocent person to confess to guilt.

(POA, 2011, Investigation, ch1, p53)

159. What can significantly impair the reputation of fairness in a corporate setting and thus damage the credibility of and confidence in the IU and individual investigator?

Answer: The use of coercive interview techniques can significantly impair the reputation of fairness in a corporate setting and thus damage the credibility of and confidence in the IU and individual investigator.

(POA, 2011, Investigation, ch1, p54)

160. What are the suggested practices in misconduct investigation?

Answer: The suggested practices in misconduct investigation include : 1- determine the proposed outcome or disciplinary action at the outset of the investigation, 2- use information sources both internal and external to the organization to help prove or disprove allegations, 3- gather relevant information from previous employers of the individual in question, 4- consider collecting electronic evidence.

(POA, 2011, Investigation, ch1, p54)

161. What is the main goal of an overt surveillance?

Answer: The main goal of an overt surveillance is to prevent crime or misconduct.

(POA, 2011, Investigation, ch1, p54)

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162. What are the focusing points of misconduct investigation?

Answer: Misconduct investigations often focus on conflict of interest, corporate resource abuse, employee theft, workplace violence, and substance abuse.

(POA, 2011, Investigation, ch1, p55)

163. If you are owner of a company, what are the decision you should take before misconduct investigation is initiated?

Answer: Once a misconduct investigation has been initiated, the company must make several decisions. These decisions include: 1- whether any offense or infraction actually occurred, 2- whether reporting to law enforcement is required or appropriate, 3- how the employee will be notified of the findings and action to be taken.

(POA, 2011, Investigation, ch1, p55)

164. What are the principal characteristics of internal theft?

Answer: Principal characteristics of internal theft include diversion, conversion, disguise and divergence.

(POA, 2011, Investigation, ch1, p56)

165. What is the significant source of loss worldwide?

Answer: Motivated by economic conditions, internal theft remains a significant source of loss worldwide.

(POA, 2011, Investigation, ch1, p56)

166. Workplace violence investigation is generally considered one component of……..

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Answer: An overall prevention/response/recovery program for workplace violence.

(POA, 2011, Investigation, ch1, p56)

167. The best prevention of exposure to workplace violence is …….

Answer: Pre-employment background investigation program. (POA, 2011, Investigation, ch1, p56)

168. What are the results of substance abuse?

Answer: On-the –job substance abuse costs include absenteeism, reduced productivity, accidents, theft, and increased healthcare costs.

(POA, 2011, Investigation, ch1, p56)

169. Security and investigative professionals should remain alert to the …….

Answer: Possibility of false allegations regarding substance abuse and be prepared to take appropriate action in response.

(POA, 2011, Investigation, ch1, p57)

170. What is the purpose of corporate compliance program?

Answer: The purpose of corporate compliance program is to protect the organization against violations of law, lapses in business ethics, and concomitant legal sanctions.

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(POA, 2011, Investigation, ch1, p57)

171. A corporate compliance program encourages ……..

Answer: Enforcement, monitoring, and employee training.

(POA, 2011, Investigation, ch1, p57)

172. What is the key element of compliance program?

Answer: A key element of compliance program is an effective reporting mechanism.

(POA, 2011, Investigation, ch1, p58)

173. What can significantly reduce losses in most corporate and organizational environment?

Answer: An effective hot line can significantly reduce losses in most corporate and organizational environments.

(POA, 2011, Investigation, ch1, p58)

174. The efficacy of the hot line can be enhanced through …….

Answer: An ongoing awareness program.

(POA, 2011, Investigation, ch1, p59)

175. Records and database checks represent a…….

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Answer: Key element of almost any investigation.

(POA, 2011, Investigation, ch1, p61)

176. What are the key component of an investigation?
Answer: The collection, handling, processing, and use of evidence are a key component of investigation.

(POA, 2011, Investigation, ch1, p61)

177. What is meant by surveillance?

Answer: Surveillance means observing the behavior of another, usually secretly.

(POA, 2011, Investigation, ch1, p61)

178. The primary purpose of surveillance is to …….

Answer: Obtain information about the identities or activities of those under investigation.

(POA, 2011, Investigation, ch1, p61)

179. What are the categories of surveillance?

Answer: Surveillance can be broken down into three broad categories which are: 1-physical, 2-psychological, 3- data.

(POA, 2011, Investigation, ch1, p62)

180. What is ABC method?

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Answer: ABC method is conducted for foot surveillance and checkpoints in mobile surveillance.

(POA, 2011, Investigation, ch1, p62)

181. Write about computer forensic:

Answer: Computer forensic science is the science of acquiring, preserving, retrieving, and presenting data that has been processed electronically and stored on computer media.

(POA, 2011, Investigation, ch1, p62)

182. Define force multiplier in investigation?

Answer: For investigative purpose, a force multiplier is any activity, capability, or resource that enhances the effectiveness or efficiency of the investigative function.

(POA, 2011, Investigation, ch1, p63)

183. What are the three important force multiplier in investigation?

Answer: Three important force multipliers in investigations are :1- online information sources, 2- liaison, 3- intelligence information, 4- technology.

(POA, 2011, Investigation, ch1, p63)

184. What are the major cautions needed to be consider during online research?

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Answer: Three major cautions must be respected by the investigators while doing online research. These are: 1-invetigators and staff members may go off on a tangent, spending a great deal of time inefficiently by searching online for the sake of searching online, 2- there is a natural tendency to assume that information extracted from database or online sources is credible,3- while most investigators enjoy searching the internet that may not be the best use of their time.

(POA, 2011, Investigation, ch1, p65)

185. Define liaison in investigation:

Answer: Liaison in investigations comes in many forms: internal and external, formal and informal, and individual and organizational.

(POA, 2011, Investigation, ch1, p66)

186. Professional relationships are established through ……..

Answer: Introductions, references, contacts(both formal and social), and mutual assistance.

(POA, 2011, Investigation, ch1, p68)

187. An excellent opportunity for establishing liaison contacts is through…….

Answer: Professional and civic associations

(POA, 2011, Investigation, ch1, p68)

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188. In the global business environment, liaison relationships are ……

Answer: Critical to effective investigations.

(POA, 2011, Investigation, ch1, p69)

189. What is required after a liaison is established?

Answer: Once established, liaison relationships require maintenance.

(POA, 2011, Investigation, ch1, p70)

190. A key asset of any investigator or IU is…..

Answer: A good reputation.

(POA, 2011, Investigation, ch1, p70)

191. One high structured form of liaison is the…..

Answer: Task force;

(POA, 2011, Investigation, ch1, p70)

192. When parochialism can occur?

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Answer: Parochialism can occur when joint task force members arrive with varying agendas, either individual or organizational.

(POA, 2011, Investigation, ch1, p70)

193. What is the result of parochialism?

Answer: Parochialism inevitably causes conflict, whether explicit or subtle, and can seriously detract from the effectiveness of the unit.

(POA, 2011, Investigation, ch1, p70)

194. Is there any effect in reporting chain when JTF is established?

Answer: Reporting chains can be confusing in the joint task force environment;

(POA, 2011, Investigation, ch1, p71)

195. What is the result of reporting chain confusion?

Answer: Reporting chains confusion can lead to the dissemination of fragmented and apparently contradictory information regarding task force progress, successes, needs, and relationships.

(POA, 2011, Investigation, ch1, p71)

196. Can intelligence information play role of force multiplier?

Answer: Intelligence information is a key force multiplier for IUs in almost in any settings.

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(POA, 2011, Investigation, ch1, p72)

Exercise 1.2

Using only Chapter 2, Undercover Investigations, of the Professional Investigations Manual, answer the following questions:

1. When undercover investigation should be undertaken?

Answer: Undercover investigation should only be chosen as a preventive measure when no other alternatives are available and when the company can reasonably expect a significant return on the investigation.

(POA, 2011, Investigation, ch2, p91)

2. What is critical to success of an undercover investigation?

Answer: Knowing when and how to employ undercover investigation

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(POA, 2011, Investigation, ch2, p91)

3. What quality is essential for an undercover investigation?

Answer: A qualified investigator from a reputable agency should be selected to conduct the fact-finding and drive the process of undercover investigation.

(POA, 2011, Investigation, ch2, p91)

4. Following the undercover investigation, what is critical?

Answer: Proper communication with the workforce is critical.

(POA, 2011, Investigation, ch2, p91)

5. How to avoid many problems during an undercover investigation?

Answer: With proper planning and the necessary resource allocation many problems encounter during undercover investigation can be avoided.

(POA, 2011, Investigation, ch2, p91)

6. What is the potential problem in an undercover investigation?

Answer: The main potential problem in an undercover investigation is the possibility that the investigation will be exposed or communicated.

(POA, 2011, Investigation, ch2, p91)

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7. What is the result of if employee made aware about undercover investigation before its completion?

Answer: If employees are made aware of an undercover investigation before its completion through some form of communication by management, morale and productivity may be adversely affected;

(POA, 2011, Investigation, ch2, p91)

8. To prevent a compromise or unwanted exposure of an undercover investigation……..

Answer: Confidentiality must be maintained.

(POA, 2011, Investigation, ch2, p92)

9. Who should be informed about undercover investigation in an organization?

Answer: Only those with absolute need to know should be involved in or told of the undercover investigation.

(POA, 2011, Investigation, ch2, p92)

10. For what undercover investigation is preferred?

Answer: Undercover investigation is the preferred method of investigating substance abuse and criminal activity in the workplace.

(POA, 2011, Investigation, ch2, p93)

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11. Which investigation is least understood and most underused?

Answer: Undercover is the least understood and most underused form of investigation.

(POA, 2011, Investigation, ch2, p93)

12. What is the chief distinction between undercover and other type of investigations?

Answer: The chief distinction between undercover and other type of investigations is that the undercover investigator neither conceals his or her presence nor attempts to operate unnoticed.

(POA, 2011, Investigation, ch2, p93)

13. The sub-rosa aspects of the investigation center on the true identity of the investigator, called the…….

Answer: Operative.

(POA, 2011, Investigation, ch2, p93)

14. Along with interviewing, undercover investigation is a form of…….

Answer: Interactive investigation.

(POA, 2011, Investigation, ch2, p93)

15. Undercover investigation should only be conducted when……

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Answer: No other options are available.

(POA, 2011, Investigation, ch2, p94)

16. What is the requirement of an undercover investigation?

Answer: Undercover investigation requires a highly structured process and flawlessly executed plan.

(POA, 2011, Investigation, ch2, p94)

17. During undercover investigation, what is the result of professional pursuit of information?

Answer: The professional pursuit of information can lead to entrapment and may collide with personal need for safety, immunity, and privacy.

(POA, 2011, Investigation, ch2, p94)

18. Undercover investigation is dictated when ……

Answer: consistent, reliable information suggest employee misconduct, conversion or criminal activity but insufficient details hinder prevention efforts or the identification of those involved.

(POA, 2011, Investigation, ch2, p94)

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19. Conversion means……

Answer: Receiving money or property of another and fraudulently withholding or applying it to one's own use.

(POA, 2011, Investigation, ch2, p94)

20. Undercover investigations should not be used to ……

Answer: Gather or collect information of a personal or confidential nature or to offensively intrude into the private life of anyone where a reasonable expectation of privacy exists.

(POA, 2011, Investigation, ch2, p95)

21. What are the circumstances when an undercover investigation should not be dictated?

Answer: Undercover options should not be taken under few circumstances. These are: 1-to investigate any activity permitted or protected by any governmental statute, rule, or regulation, 2- to replace some other form of investigation or fact-finding that will likely produce the same results while consuming less time and resources, 3-to investigate protected union activities.

(POA, 2011, Investigation, ch2, p95)

22. Is it permissible to use an existing a union employee for undercover role?

Answer: An employer should not use existing union employees in an undercover role.

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(POA, 2011, Investigation, ch2, p95)

23. What are the five distinct phases of undercover investigation?

Answer: Successful workplace undercover investigations unfold in five distinct phases: 1- planning and preparation, 2- information gathering, 3- verification and analysis, 4- disciplinary and corrective action, 5- prevention and education.

(POA, 2011, Investigation, ch2, p95)

24. What is the key to an undercover investigation?

Answer: Planning is the key to an effective undercover investigation.

(POA, 2011, Investigation, ch2, p95)

25. In the planning and preparation phase of undercover investigation some activities take place which are……..

Answer: 1- an investigative team is formed, 2- the investigation's objectives are decided, 3- an investigative agency and operative are selected, 4- the remaining phases are planned;

(POA, 2011, Investigation, ch2, p95)

26. Who should be included in undercover investigation?

Answer: Undercover investigative team should include: 1- a corporate decision maker, 2- represenative from human resources, 3- a corporate security professional, 4- an attorney familiar with state and local employment law.

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(POA, 2011, Investigation, ch2, p95/96)

27. The risk embezzlement may be greater in an organization where……

Answer: The culture's predominant value is economic.

(POA, 2011, Investigation, ch2, p96)

28. The objectives of an undercover investigation could include……

Answer: 1- to identify the nature, scope, and perpetrators of a plan,2- to gather information so management can enforce its policies and take corrective action, 3- to collect information in a way that is the least disruptive to the organization and its operations, 4- to ensure the process provides the best return on investment.

(POA, 2011, Investigation, ch2, p96)

29. If you are using an agency to conduct the undercover investigation, what should be checked first?

Answer: When pursuing the selection of an undercover agency, the client should : 1- request a copy of the agency's license and required permits, 2- ask to see an agency's training curriculum and operatives training files, 3-elicit answers to difficult questions regarding the agency's knowledge of and experience with investigations similar to the type under consideration, 4- ask for references and check them thoroughly, 5- find out about the firm's litigation and claims experience, 6- ask them sample reports and examine them closely, 7- require the agency under consideration to provide a certificate of Insurance naming the organization as an additional insured, 8- ask the agency to provide police references and cases when law enforcement assisted during past investigations.

(POA, 2011, Investigation, ch2, p97)

30. For the most part, today's professional corporate undercover investigators are…….

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Answer: Well educated, properly trained, and highly trained.

(POA, 2011, Investigation, ch2, p98)

31. Undercover investigators come in ……

Answer: All shapes, sizes, and colors.

(POA, 2011, Investigation, ch2, p98)

32. What are the personal factors to consider whether the undercover investigator fits to conduct the investigation?

Answer: To ensure that the investigators fits in with the target audience, a number of personal factors should be considered, including sex, age, job experience, education, and ethnicity. In addition, the investigator should easily fit into the socioeconomic background and lifestyle of the workers he or she will be joining.

(POA, 2011, Investigation, ch2, p98)

33. What are crucial for the successful outcome of an undercover investigation?

Answer: Proper placement of the operative in undercover investigation is crucial to the investigation because the job selected must be one from which the mission's objectives can be achieved.

(POA, 2011, Investigation, ch2, p98)

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34. The most important activity for an undercover operative is ……..

Answer: Learning the job and becoming familiar with surroundings.

(POA, 2011, Investigation, ch2, p98)

35. What are some best internal positions for the undercover operative?

Answer: Some of the best internal positions for the undercover operative are in the departments: 1-material handling, 2- shipping and receiving, 3- mailroom, 4-customer service, 5- uniformed security.

(POA, 2011, Investigation, ch2, p99)

36. The investigator can be placed into a cover position in two ways. These are ……..

Answer: 1- a cold hire, 2- a controlled hire.

(POA, 2011, Investigation, ch2, p99)

37. What is meant by cold hire in undercover investigation?

Answer: A cold hire means the investigator applies for a position and is processed just like any other applicant. This type of entry is preferred but is the least practical.

(POA, 2011, Investigation, ch2, p99)

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38. What is meant by controlled hire in undercover investigation?

Answer: A controlled hire means the employment process is manipulated covertly so that the operative is hired in the desired capacity and placed in the targeted location.

(POA, 2011, Investigation, ch2, p99)

39. What should be included in the cover story of the undercover operative?

Answer: For undercover investigation, an operative's cover story should include few points : 1- a connection with the operative's actual past, 2- a sound " back story" that includes personal details that are not true but which are known to the targeted employee, 3- back-up for the actions contemplated by the investigative plan, 4- documents that support the cover story.

(POA, 2011, Investigation, ch2, p99)

40. When an information gathering phase of an undercover investigation can begin?

Answer: Once the client, the investigative agency, and the operative have agreed to the specifics of the undercover assignment, the information-gathering phase can begin.

(POA, 2011, Investigation, ch2, p100)

41. What are the assets of information gathering phase?

Answer: The information-gathering phase involves two types of assets: 1- people, 2- processes.

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(POA, 2011, Investigation, ch2, p100)

42. Who are included in the project management team of an undercover investigation?

Answer: The project management team include: 1- the undercover investigator, 2- the project manager, 3- the client representative, 4- a corporate attorney, 5- a representative of law enforcement if necessary.

(POA, 2011, Investigation, ch2, p100)

43. Who can break the undercover investigation?

Answer: The undercover investigator can make or break the investigation.

(POA, 2011, Investigation, ch2, p100)

44. Once undercover investigation begins, the investigator will first engage in …….

Answer: "Relationship building".

(POA, 2011, Investigation, ch2, p100)

45. Define the role of project manager during an undercover investigation:

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Answer: The project manager, usually someone from the investigative agency, should be responsible for the day-to-day administration of the case as well as the daily care and maintenance of the operative

The project manager functions as the vehicle through which all case information flows and is disseminated.

(POA, 2011, Investigation, ch2, p100)

46. What skills make a person makes good project manager for an undercover investigation?

Answer: To be effective in undercover operation, the project manager should be good a communicator, have exceptional writing skills, and a sound background in investigations and management.

(POA, 2011, Investigation, ch2, p100)

47. Who is the primary point of contact during an undercover operation?

Answer: During undercover investigation the client representative acts as the primary point of contact for the employer, and all information passing into and out of the organization should pass by this individual;

(POA, 2011, Investigation, ch2, p101)

48. Why legal counsel is included in undercover investigation?

Answer: A major reason to involve legal counsel in undercover operation as part of the management team is to protect the investigator's work product from discovery.

(POA, 2011, Investigation, ch2, p101)

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49. In which type of cases law enforcement can play a critical role (Undercover Investigation)?

Answer: Law enforcement agencies play a critical role in most workplace undercover investigations, in cases involving illegal drugs.

(POA, 2011, Investigation, ch2, p101)

50. What is the most fundamental form of communication during an undercover investigation?

Answer: Written reports are the most fundamental form of communication used in undercover assignments.

(POA, 2011, Investigation, ch2, p101)

51. Is there any requirement for daily report in undercover investigation?

Answer: In undercover investigation, most firms require their operatives to make daily reports as soon as possible after every shift.

(POA, 2011, Investigation, ch2, p101)

52. One of the most popular formats for investigates reports today is ….

Answer: The structured narrative.

(POA, 2011, Investigation, ch2, p102)

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53. How structured narrative investigative reports are presented?

Answer: Structured narrative investigative report presents information in chronological order, but includes more detail. It is also noteworthy for its simplicity and readability as it is conversational tone.

(POA, 2011, Investigation, ch2, p102)

54. How narrative reports are written?

Answer: During undercover investigation, the narrative report is written in the third person, using descriptive text or "the operative" instead of in the first person using the pronoun "I".

(POA, 2011, Investigation, ch2, p102)

55. The undercover investigative summary is written in the …….

Answer: Third person.

(POA, 2011, Investigation, ch2, p103)

56. The frequency of undercover investigative summaries depends upon the needs and desire of …….

Answer: The user.

(POA, 2011, Investigation, ch2, p103)

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57. What is special report?

Answer: During undercover operations, "special report" is also prepared which presents a special event observed by the operative or something other than the normal happenings in the course of the investigation.

(POA, 2011, Investigation, ch2, p103)

58. Does there any requirement of conventional or wireless communication in undercover investigation in these days?

Answer: Telephone communications, whether conventional or wireless, are a necessary component of today's modern undercover investigations.

POA, 2011, Investigation, ch2, p104)

59. The person designated to maintain and archive the closed case file of undercover investigation is called the……

Answer: "Custodian of record".

(POA, 2011, Investigation, ch2, p104)

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60. The case file of undercover investigation includes sections……

Answer: Operative daily reports, investigative summary reports, special reports, correspondence, and billing and expense information.

(POA, 2011, Investigation, ch2, p104)

61. What is the most critical component of the entire undercover investigation?

Answer: Interviews are the most critical component of the entire undercover investigation.

(POA, 2011, Investigation, ch2, p105)

62. Interviews that follow an undercover investigation often begin with…….

Answer: Interviews that follow an undercover investigation often begin with those involved and work toward those less involved. This is done for a number of reasons, the most obvious being the perpetrators has already been identified by the operative and interviews of others before the interrogation of the suspect may tip him/her off.

(POA, 2011, Investigation, ch2, p105)

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63. Information in undercover investigation can comes from ……

Answer: In the process of undercover investigation, typically information can come from three sources: 1-information developed by the operative, 2- details provided by the employee during a personal interview, or 3- accounts provided by others during their interviews.

(POA, 2011, Investigation, ch2, p105)

64. Once the discipline and corrective actions have been taken after undercover investigations, all files, records, tapes, and evidence should be provided to …….

Answer: The case file custodian of record for storage and safekeeping.

(POA, 2011, Investigation, ch2, p105)

65. No discussion regarding employee misconduct is complete without……

Answer: Mentioning prevention.

(POA, 2011, Investigation, ch2, p106)

66. Generally, workplace crime is a function of three fundamental elements, these are ……

Answer: 1- the quality of people the organization hires, 2- the environment in which those people are placed, 3- the quality of supervisor managing that environment and those people.

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(POA, 2011, Investigation, ch2, p106)

67. Frequently, supervisor and manager are not equipped with the skills or tools necessary to prevent problems from recurring. What can help in this case?

Answer: In this instance, education and training is the answer.

(POA, 2011, Investigation, ch2, p106)

68. What is the most frequently debated subject in undercover investigation?

Answer: The timing of the removal of the operative from undercover operations is one of the most frequently debated subjects among undercover supervisors.

(POA, 2011, Investigation, ch2, p107)

69. The best time to remove the operative from undercover operations is ……..

Answer: Once he or she has been named as an offender.

(POA, 2011, Investigation, ch2, p107)

70. To remove undercover operative sooner from undercover operation sooner…….

Answer: Would only raise suspicions. If removed before the interviews begin, it will be clear to everyone that the person in question was an informant.

(POA, 2011, Investigation, ch2, p107)

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71. Following a highly visible workplace investigation, communication should be open with……

Answer: All levels of the organization.

(POA, 2011, Investigation, ch2, p107)

72. While undercover investigations can reveal a host of loss prevention issues, two types have become common in recent years, what are these two types?

Answer: 1- drug investigations, 2- theft investigation.

(POA, 2011, Investigation, ch2, p107)

73. Define entrapment?

Answer: Entrapment is best defined as including a person to commit a crime.

(POA, 2011, Investigation, ch2, p108)

74. During the undercover operations, to overcome from any potential allegation of entrapment, what the operative should do?

Answer: The operative should qualify each person from whom he intends to purchase drug.

(POA, 2011, Investigation, ch2, p108)

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75. During undercover operations, the operative can qualify themselves from any potential allegation of entrapment through……

Answer: A simple report covering two points: 1- the operative should establish that behavior or activity in question was preexisting, or that the dealer has sold drugs previously, 2- the operative should establish why the dealer wants to sell to him or her.

(POA, 2011, Investigation, ch2, p108)

76. During the undercover operations, what are the guidelines for workplace drug purchases?

Answer: The guidelines for workplace drug purchases to the operatives are: 1- qualify the dealer, 2- coordinate with law enforcement, 3- Buy down not up, 4-make purchase on company time, 5-avoid actual drug use.

(POA, 2011, Investigation, ch2, p108)

77. To avoid any allegation of entrapment, what the operative should do?

Answer: The operative should never invite another employee to commit criminal activity.

(POA, 2011, Investigation, ch2, p108)

78. All workplace drug buys should be done under the control and supervision of …..

Answer: Law enforcement.

(POA, 2011, Investigation, ch2, p108)

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79. In the workplace drug investigations, the operative should purchase the small quantity the dealer willing to sell. The employer must only demonstrate that …….

Answer: The dealer committed a policy violation.

(POA, 2011, Investigation, ch2, p108)

80. During workplace drug investigations, best or larger buys of drugs should be made……..

Answer: Near the conclusion of the undercover operation.

(POA, 2011, Investigation, ch2, p108)

81. The focus of the workplace investigation should be workplace issues and misconduct, not the ……..

Answer: Enforcement of public law.

(POA, 2011, Investigation, ch2, p108)

82. How to preserve the operative's credibility while working during an substance abuse undercover investigation?

Answer: To help preserve the operative's credibility in the eyes of the client, routine drug testing should be done.

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(POA, 2011, Investigation, ch2, p108)

83. How you can prove an investigator is not a substance abuser?

Answer: The result of periodic hair and urine testing can demonstrate that the investigator is not a substance abuser and has not used an illegal drug;

(POA, 2011, Investigation, ch2, p108)

84. Does employee prosecution provides any return to the company?

Answer: Surprisingly, employee prosecution rarely provides any return on the company's investment. Disciplinary action is a preferred recourse.

(POA, 2011, Investigation, ch2, p109)

85. Can undercover investigation be used to determine theft in workplace?

Answer: Undercover investigations are often used to determine if theft is occurring at the workplace.

(POA, 2011, Investigation, ch2, p109)

86. Which investigation is mirror to any other undercover investigation?

Answer: Theft investigations mirror any other undercover investigation.

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(POA, 2011, Investigation, ch2, p109)

87. What can play a significant role in any theft investigation?

Answer: Strategy and tactics play important roles in almost every successful theft investigation.

(POA, 2011, Investigation, ch2, p109)

88. In one of the most basic tactics used to investigate employee theft is …

Answer: The operative appears to already be involved in some form of criminal activity.

(POA, 2011, Investigation, ch2, p109)

89. A well-known undercover axiom says that where one finds substance abuse one will also find……..

Answer: Theft.

(POA, 2011, Investigation, ch2, p109)

90. The prudent undercover investigator looking to solve a theft problem should first look for a……

Answer: Substance abuse problem;

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(POA, 2011, Investigation, ch2, p109)

91. What is buy bust?

Answer: The buy-bust is nothing more than arresting the perpetrator at the moment he or she is either buying or selling the property n question.

(POA, 2011, Investigation, ch2, p110)

92. What is meant by sting operations?

Answer: Sting operations usually involve elaborate setups and buy-busts. They might include the actual setup and operations of a business as a front or place where stolen goods are sold or traded.

(POA, 2011, Investigation, ch2, p110)

93. How invisible evidence markers are used?

Answer: Invisible evidence markers are interesting products allow the user to surreptitiously mark property so that if it is stolen and then recovered its rightful owner can be identified.

(POA, 2011, Investigation, ch2, p111)

94. The most common and most economical form of corroborating evidence is……..

Answer: Videotape.

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(POA, 2011, Investigation, ch2, p111)

95. What makes a drug investigation stronger?

Answer: As in drug investigations, multiple buys from the thief makes the theft investigations make a stronger case.

(POA, 2011, Investigation, ch2, p111)

96. In theft investigation, the operative should purchase a……

Answer: Minimal amount.

(POA, 2011, Investigation, ch2, p111)

97. In theft investigations, how multiple purchase helps?

Answer: Multiple purchases help: 1- eliminate the claim that the activity was spontaneous or an anomaly, 2-help to prove that perpetrator is a true offender and not just someone who made a one-time mistake.

(POA, 2011, Investigation, ch2, p111)

98. Recoveries can be a big part of ……

Answer: Theft investigations.

(POA, 2011, Investigation, ch2, p111)

Exercise 1.3

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Using only Chapter 3, Due Diligence, of the Professional Investigations Manual

1. What is due diligence investigation?

Answer: Due diligence is" a measure or activity that is to be expected from a reasonable and prudent person under the particular circumstances; not measured by an absolute standard, but dependent upon circumstance.

(POA, 2011, Investigation, ch3, p125)

2. What is the result if failure to exercise due diligence?

Answer: A failure to exercise due diligence may sometimes result in liability.

(POA, 2011, Investigation, ch3, p125)

3. Common business usage defines due diligence as …..

Answer: The investigative process for evaluating a target company or a company's assets for the purpose of acquisition by a potential buyer/ acquirer.

(POA, 2011, Investigation, ch3, p125)

4. Due diligence loosely means……

Answer: Doing one's homework on a particular subject.

(POA, 2011, Investigation, ch3, p125)

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5. Due diligence is originated in …….

Answer: The securities industry.

(POA, 2011, Investigation, ch3, p126)

6. What are the types of due diligence investigation?

Answer: The types of due diligence investigations are financial, operational, covert, cultural, intellectual property, mergers and acquisition, human resources, legal information technology, and environmental.

(POA, 2011, Investigation, ch3, p126)

7. When due diligence investigations are valuable?

Answer: Due diligence investigations are valuable in any situation where one or more parties are deciding future actions or non-actions based on existing conditions or on representations made by another party.

(POA, 2011, Investigation, ch3, p126)

8. The standard of due diligence investigation depends on……

Answer: The type of investigation, the goals of the investigation, the individual conducting the research, and the available information.

(POA, 2011, Investigation, ch3, p126)

9. What is emphasized in due diligence investigation?

Answer: Diligence emphasizes the positive aspect of due care, while negligence describes the failure to exercise due care.

(POA, 2011, Investigation, ch3, p127)

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10. Failure to exercise due diligence-due care in investigation can result in….

Answer: Enormous costs to all parties involved, including the loss of money, opportunities, and time.

(POA, 2011, Investigation, ch3, p127)

11. One of the most important reasons for conducting due diligence investigation is……

Answer: To protect assets.

(POA, 2011, Investigation, ch3, p128)

12. Does due diligence investigation has effect while transaction with other parties?

Answer: Due diligence is a critical requirement for the protection of enterprise assets, particularly in transactions with outside parties.

(POA, 2011, Investigation, ch3, p128)

13. Wider due diligence investigations may also examine……

Answer: A company's strategy, information technology, operations, human capital, and culture. (POA, 2011, Investigation, ch3, p129)

14. In due diligence investigation, the difficulty of obtaining the information depends on…….

Answer: The type of deal, and the type of information sought.

(POA, 2011, Investigation, ch3, p129)

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15. One common error in due diligence investigations……
Answer: Is relying on information from the target.

(POA, 2011, Investigation, ch3, p129)

16. Verification of information from primary sources is critical to…….
Answer: Creating unbiased due diligence investigation.

(POA, 2011, Investigation, ch3, p129)

17. Comprehensive, cohesive due diligence investigations are not only effective but also critical in …….

Answer: Weighing the pros and cons of mergers, hiring, alliances, acquisitions, investments and other deals.

(POA, 2011, Investigation, ch3, p130)

18. A good due diligence investigation is the necessary cornerstone for…….
Answer: Making a decision;

19. A poorly executed due diligence can……

Answer: Completely mislead parties.

(POA, 2011, Investigation, ch3, p130)

20. While due diligence investigation does not guarantee the success of a venture, it provide ……..

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Answer: Valuable insights.

(POA, 2011, Investigation, ch3, p130)

21. How a strong due diligence investigation can raise issues?

Answer: At a minimum, a strong due diligence investigation can raise issues for further research, verify or contradict given information, and point parties to new directions of information.

(POA, 2011, Investigation, ch3, p131)

22. If the best practices are followed, the due diligence report serves as…..

Answer: A foundation for further consultation and negotiation.

(POA, 2011, Investigation, ch3, p131)

23. What is the first step in any due diligence investigation?

Answer: The first step in any due diligence investigation is to examine the issue at hand- the deal, the person, the investment, etc and then understand what factors to focus on to answer the problem.

(POA, 2011, Investigation, ch3, p132)

24. The key to a good diligence investigation is to …….

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Answer: Understand the needs of the client and the transaction at hand.

(POA, 2011, Investigation, ch3, p132)

25. What are the primary sources of due diligence investigation?

Answer: The primary sources of information for due diligence investigation include :1- interviews with individuals,2- direct observations of people, places, or events;

(POA, 2011, Investigation, ch3, p133)

26. What are the secondary sources of due diligence investigation?

Answer: The secondary sources of information for due diligences investigation include: 1- government-maintained public records, 2-commercial record sources, 3- annual reports and other company records, 4- news and other media sources.

(POA, 2011, Investigation, ch3, p133)

27. To receive the right type of service, the client of a due diligence company should provide …….

Answer: Detailed background information and work closely with the firm.

(POA, 2011, Investigation, ch3, p136)

28. For a successful outcome of investigation what is critical?

Answer: Communication between the client and the investigating firm is critical for a successful investigation.

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(POA, 2011, Investigation, ch3, p136)

29. How should be the report of due diligence?

Answer: The due diligence report should be coherent, easy to read and comprehensive.

(POA, 2011, Investigation, ch3, p136)

30. The demand for international due diligence is heightened by…..

Answer: The global economy and terrorism.

(POA, 2011, Investigation, ch3, p136)

31. What is crucial to the success of any acquisition?

Answer: Traditional financial, legal, and environmental due diligence is crucial to the success of any acquisition.

(POA, 2011, Investigation, ch3, p153)

32. What considers an acquisition in the context of its industry?
Answer: Strategic due diligence

(POA, 2011, Investigation, ch3, p153)

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33. What is key component of merger and acquisition activities?

Answer: Technology is a key component of merger and acquisition activities.

(POA, 2011, Investigation, ch3, p154)

34. About 75 percent of all mergers and acquisitions fail to live up to expectations, this is often due to lack of ……

Answer: An effective integration plan.

(POA, 2011, Investigation, ch3, p155)

35. What are the facts that should be considered when conducting due diligence?

Answer: It is crucial that when conducting due diligence, organizations consider all aspects-strategic, financial, operational, IT, and human capital – to assure a successful transaction.

(POA, 2011, Investigation, ch3, p155)

Exercise 1.4

Chapter 4 of Professional Investigation Manual "Background Investigation & Pre-employment Screening

1. Who can wreak and havoc with an enterprise?

Answer: A dishonest employee can wreak havoc with an enterprise.

(POA, 2011, Investigation, ch4, p159)

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2. Define background investigation:

Answer: A comprehensive, legally permissible, fairly executed background investigation and pre-employment screening program is confirmatory and investigative in nature finds the most appropriate person of a particular job and can go a long way toward preventing losses and mitigating the damage caused by a bad hiring decision.

(POA, 2011, Investigation, ch4, p159)

3. Why legislation in many countries is restricting pre-employment evaluation and screening?

Answer: The main concerns are privacy and data protection.

(POA, 2011, Investigation, ch4, p159)

4. What are the primary loss prevention strategies?

Answer: Applicant screening and employee socialization are primary loss prevention strategies.

(POA, 2011, Investigation, ch4, p160)

5. The best way to reduce internal theft is to……..

Answer: Hire employees with integrity.

(POA, 2011, Investigation, ch4, p160)

6. What can help minimize the risk of liability for improper hiring?

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Answer: Pre-employment screening and investigation can help minimize the risk of liability for improper hiring.

(POA, 2011, Investigation, ch4, p160)

7. Who will be held responsible for the on-duty or job-related negligence of employees?

Answer: It has been established that an employer will be held responsible for the on-duty or job-related negligence of employees.

(POA, 2011, Investigation, ch4, p160)

8. Workplace violence is a serious concern for……

Answer: Security practitioners.

(POA, 2011, Investigation, ch4, p161)

9. What is the fourth leading cause of fatal occupational injury?

Answer: In the United States, homicide, the most extreme form of workplace, is the fourth leading cause of fatal occupational injury.

(POA, 2011, Investigation, ch4, p161)

10. Everyone involved in a business- whether an owner or employee – is harmed by …….

Answer: Workplace alcohol and drug abuse.

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(POA, 2011, Investigation, ch4, p161)

11. In the United States, the vast majority of current illicit drug users are…….

Answer: Employed.

(POA, 2011, Investigation, ch4, p161)

12. The primary purpose of a background investigation is to……..

Answer: Prevent losses and mitigate damages.

(POA, 2011, Investigation, ch4, p162)

13. From a legal perspective, pre-employment investigations provide organizations mitigation from…….

Answer: Negligent hiring and discrimination.

(POA, 2011, Investigation, ch4, p162)

14. A pre-employment screening program benefits business in …….

Answer: 1- it discourages applicants with something to hide and encourage applicants to be honest during the interview process, 2-it demonstrate that a company has exercised due diligence, which may provide legal protection in a lawsuit and may also encourage good candidates to apply, 3- it ensures that a job candidate has the background, education, experience, and skills that he or she claims.

(POA, 2011, Investigation, ch4, p162)

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15. To develop effective background investigation and pre-employment screening program …….

Answer: Upper management must first sanction and support the policy.

(POA, 2011, Investigation, ch4, p163)

16. Ideally a team of security and human resource professionals should be tasked with ……..

Answer: Developing and implementing the policy of background and pre-employment program.

(POA, 2011, Investigation, ch4, p163)

17. Because of the myriad judicial and compliance issues associated with collecting and using personal information, legal counsel …….

Answer: Must review and endorse the program.

(POA, 2011, Investigation, ch4, p163)

18. Screening program vary from organization to organization, depending on few factors……

Answer: 1- access to information, 2- nature of the position, and 3- potential liability associated with incorrect performance of a job, 4- industry regulations.

(POA, 2011, Investigation, ch4, p163)

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19. In today's global business environment, security practitioners face unique challenges in …….

Answer: Obtaining and verifying applicant information.

(POA, 2011, Investigation, ch4, p163)

20. What makes employee screening more complex?

Answer: Global customs and compliance issues vary tremendously, making screening even more complex.

(POA, 2011, Investigation, ch4, p163)

21. In the United States, access to personal information, such as credit, insurance and criminal history is governed by ……..

Answer: The Fair Credit Reporting Act.

(POA, 2011, Investigation, ch4, p163)

22. What are the common functions of Pre-employment screening program?

Answer: Pre-employment screening program have a common foundation: 1- data collection, 2-background investigation and screening, 3- data analysis and hiring decision.

(POA, 2011, Investigation, ch4, p164/65)

23. Write the seven steps of a comprehensive pre-employment screening policy:

Answer: Seven steps to a comprehensive pre-employment screening policy :1-create clearly written, well defined job descriptions for all positions,2- assess the risk of each job

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classification in terms of reasonable(or foreseeable) potential for problems, 3-based on the preceding risk assessment, determine the scope of pre-employment screening for each job classification,4- work with human resources and legal personnel to develop an appropriate hiring packet,5- establish criteria for evaluating information,6- communicate the pre-employment screening policy and its purpose to the workforce, 7- periodically review policy compliance.

(POA, 2011, Investigation, ch4, p165/166)

24. What described in job description?

Answer: The job description describe: 1- the duties to be performed in a position, 2- the personal qualification required for the successful completion of those duties.

(POA, 2011, Investigation, ch4, p165)

25. What is crucial to the success of the pre employment screening program?

Answer: Because the requirements set out in the job description are the standards for preliminary screening of the applicant, an accurate, well-written job description is crucial to the success of the program.

(POA, 2011, Investigation, ch4, p165)

26. The standard of proof necessary to refuse to hire the applicant is……..

Answer: "Good faith".

(POA, 2011, Investigation, ch4, p166)

27. A background investigation initially focuses on ……..

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Answer: Information provided by the applicant, which is typically found in the employment application, personal history questionnaire, résumé, and other biographical documents.

(POA, 2011, Investigation, ch4, p167)

28. What provides the first indication of whether an applicant is qualified for a position?

Answer: A résumé provides the first indication of whether an applicant is qualified for a position.

(POA, 2011, Investigation, ch4, p167)

29. It is important for a company not to accept a résumé in lieu of …….

Answer: An employment application or complete work history.

(POA, 2011, Investigation, ch4, p167)

30. What should be the main source of data gathering for employers?

Answer: The employer's own application form must be the main source for data gathering and should be reviewed prior to conducting the pre-hire investigation.

(POA, 2011, Investigation, ch4, p167)

31. What is the basic starting point for pre employment screening?

Employment applications are the basic starting point for pre-employment screening.

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(POA, 2011, Investigation, ch4, p167)

32. Who could be an excellent source of reference during pre employment screening?

Answer: During pre-employment screening, a former employer who still knows the subject would provide an excellent source of reference.

(POA, 2011, Investigation, ch4, p169)

33. What is the most common pre employment screening method?

Answer: A criminal records check is the most common pre-employment screening method.

(POA, 2011, Investigation, ch4, p169)

34. What is an important tool in pre employment screening process?

Answer: The initial application review is an important tool in the pre-employment screening process.

(POA, 2011, Investigation, ch4, p170)

35. What are the categories of application falsification?

Answer: Application falsifications generally fall into two categories: 1- willful omissions of materials, 2- misrepresentations of materials facts.

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(POA, 2011, Investigation, ch4, p170)

36. What are the red flags in early application review?

Answer: Red flags in early application review : 1- unsigned forms, 2- incomplete addresses or post office box number,3- conflicting dates of employment, education, or military service, 4- gaps in employment, 5- changes of occupation, 6- social security number variance(USA only), 6-ommission of reasons for leaving.

(POA, 2011, Investigation, ch4, p170)

37. What length of gap in employment history should be investigated?

Answer: All gaps in employment or life history, if more than one month should be investigated.

(POA, 2011, Investigation, ch4, p170)

38. The initial interview during pre-employment screening provides …….

Answer: A chance to clarify any omissions.

(POA, 2011, Investigation, ch4, p171)

39. A cooperative effort within the organization will result in…….

Answer: The optimum employee selection process.

(POA, 2011, Investigation, ch4, p171)

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40. What type of investigation a background check is?

Answer: A background check is a confirmatory type of investigation. This would include verification of information provided by an applicant, such as education and job history.

(POA, 2011, Investigation, ch4, p171)

41. Background investigation or screening actively searches for……..

Answer: Information, performing such tasks as developing references or searching criminal records.

(POA, 2011, Investigation, ch4, p171)

42. What is the goal of a background investigation?

Answer: The goal of background investigation or screening is to uncover information that an applicant might try to hide, such as criminal activity.

(POA, 2011, Investigation, ch4, p171)

43. Define pre employment screening:

Answer: Pre-employment screening is a process for determining whether a prospective employee is trustworthy or capable of performing the functions required for a particular job.

(POA, 2011, Investigation, ch4, p171)

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44. What you will include as the process of pre employment screening?

Answer: Pre-employment screening may include: 1- drug or alcohol screening, 2- psychological testing (personality and integrity testing), 3- general intelligence or aptitude testing, 4- medical screening and physical abilities tests, 5- polygraph tests.

(POA, 2011, Investigation, ch4, p171)

45. The policy regarding drug testing must be communicated to…..

Answer: All applicants and employees.

(POA, 2011, Investigation, ch4, p172)

46. The main goal of psychological test is to ……..

Answer: Help an employer make informed hiring decisions.

(POA, 2011, Investigation, ch4, p172)

47. What are the types of psychological test?

Answer: Psychological test include: 1-personality test, 2-integrity testing.

(POA, 2011, Investigation, ch4, p171)

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48. The personality test is particularly helpful in determining……

Answer: An applicant's compatibility with a position.

(POA, 2011, Investigation, ch4, p172)

49. Personality tests provide a psychological measure of an individual's basic characteristics such as…….

Answer: Attitudes, emotional adjustment, motivations, interpersonal skills, and interests.

(POA, 2011, Investigation, ch4, p172)

50. Define integrity or honesty testing:

Answer: Integrity or honesty testing measures an applicant's propensity toward undesirable behaviors such as lying, stealing, and drug or alcohol abuse.

(POA, 2011, Investigation, ch4, p172)

51. Integrity or honesty testing is generally broken into…..

Answer: Two categories: 1- overt or direct testing, 2- indirect test.

(POA, 2011, Investigation, ch4, p172)

52. Overt or direct integrity testing asks explicit questions about……

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Answer: An applicant's past dishonest acts or behaviors.

(POA, 2011, Investigation, ch4, p172)

53. Indirect integrity testing examines concepts such as …….

Answer: Dependability and respect for authority.

(POA, 2011, Investigation, ch4, p172)

54. The result of psychological testing should be used as only one of the factors in ……

Answer: Making a hiring decision.

(POA, 2011, Investigation, ch4, p172)

55. What are the intelligence tests?
Answer: Intelligence tests could consist of logic problems, word problems, pattern identification, or other kinds of questions.

(POA, 2011, Investigation, ch4, p173)

56. What is aptitude test?

Answer: Aptitude test measure cognitive ability in a particular area, such as recall, vocabulary, or numerical perception.

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(POA, 2011, Investigation, ch4, p173)

57. What is the quickest method of background investigation?

Answer: The polygraph testing is considered the quickest and most effective method of verifying background information on applicants.

(POA, 2011, Investigation, ch4, p173)

58. To conduct pre-employment screening investigation, the three most common resources are ……..

Answer: 1- security or asset protection department, 2- human resource department, 3- outside consumer reporting and investigative agency.

(POA, 2011, Investigation, ch4, p174)

59. If any department in an organization assigned to conduct pre-employment investigation, that department will need……

Answer: Certain resources: 1- experienced and well-trained investigative personnel, 2- sufficient reference materials, 3- adequate communication.

(POA, 2011, Investigation, ch4, p174)

60. During pre employment screening, when data analysis begins?

Answer: During pre-employment screening process, when all the screening results are returned, the process of analysis of data begins.

(POA, 2011, Investigation, ch4, p175)

61. The employment application should state that material omissions and misstatements are grounds to…….

Answer: Terminate the employment process whenever discovered.

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(POA, 2011, Investigation, ch4, p176)

62. What will affect the future of background investigation?

Answer: Privacy legislation will significantly affect the future of background investigations and pre-employment screening.

(POA, 2011, Investigation, ch4, p176)

63. Pre-employment screening is an essential component of…….

Answer: Any good security program.

(POA, 2011, Investigation, ch4, p176)

Exercise 1.5

Answer below questions using the Chapter 5 of Professional Investigation Manual "Interview & Interrogation"

1. What is the purpose of an investigation?

Answer: The purpose of an investigation is to determine the truth in a matter under question.

(POA, 2011, Investigation, ch5, p181)

2. What are the three tools an investigator uses?

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Answer: The three tools that an investigator uses during an investigation are referred to as the three "I"s: 1- information, 2- interrogation, 3- instrumentation.

(POA, 2011, Investigation, ch5, p181)

3. The principal tool of obtaining information is …….

Answer: The interview /interrogation.

(POA, 2011, Investigation, ch5, p181)

4. What is considered as the most critical aspect of an investigation?

Answer: Interviews of victims, witnesses, informants and confidential informants are considered the most critical aspect of an investigation as they are primary source of information.

(POA, 2011, Investigation, ch5, p181)

5. The value of each interview or interrogation is based on ……..

Answer: The investigator's knowledge, skills in eliciting information, and ability to evaluate the veracity of the information obtained.

(POA, 2011, Investigation, ch5, p181)

6. The most prize talent an investigator can have is the……..

Answer: Ability to obtain information from individuals through questioning.

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(POA, 2011, Investigation, ch5, p181)

7. Throughout the process of interview or interrogation, it is vital to conduct interviews in accordance with …….

Answer: Statutes, regulations, and standards of fairness.

(POA, 2011, Investigation, ch5, p181)

8. Information obtained from investigations can be used to……..

Answer: Improve loss prevention.

(POA, 2011, Investigation, ch5, p181)

9. Where an interview maybe conducted?

Answer: An interview may be conducted in a private residence, on a street corner, or in a formal interview room.

(POA, 2011, Investigation, ch5, p181)

10. When an interview become an interrogation?

Answer: A general rule of thumb is when the interviewee becomes a subject, target or the accused person in the interview, it becomes an interrogation.

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(POA, 2011, Investigation, ch5, p182)

11. Define an non-accusatory interview:

Answer: An informational interview is non-accusatory, while the confrontational interview can be accusatory and is generally highly structured.

(POA, 2011, Investigation, ch5, p182)

12. An undercover investigation in the workplace uses the terms……

Answer: Administrative interview.

(POA, 2011, Investigation, ch5, p182)

13. Define an investigatory interview:

Answer: The investigatory interview is a complex, structured process used when the subject is known to have committed the offense alone or with others and the investigator has reason to believe the subject committed the offense.

(POA, 2011, Investigation, ch5, p182)

14. What is an interview?
Answer: An interview is a non-accusatory conversation in which both investigative and behavior-provoking questions are asked in order to develop investigative information.

(POA, 2011, Investigation, ch5, p182)

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15. What is an interrogation?

Answer: An interrogation is an accusatory process designed to persuade the subject to tell the truth about his or her involvement in, or guilty knowledge of, the issue under investigation.

(POA, 2011, Investigation, ch5, p182)

16. What is the key difference between an interviews and interrogation?

Answer: In summary, a key difference between an interview and an interrogation is in the person being interview.

(POA, 2011, Investigation, ch5, p183)

17. Define interrogation, confrontational interview or investigatory interview:

Answer: An interrogation, confrontational interview, or investigatory interview is a very direct and sometimes accusatory session with a person suspected of committing an offense.

(POA, 2011, Investigation, ch5, p183)

18. Does general interview is a non-accusatory interview?

Answer: General interview is a non-accusatory questioning of a person to gather information that pertains to the matter under investigation. All persons in an investigation should be interviewed- victims, witness, and suspects.

(POA, 2011, Investigation, ch5, p183)

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19. What is a confrontational interview?

Answer: Confrontational interview is a questioning of a person suspected of committing an offense or serious breach of corporate policy. Also known as an interrogation. This process should be reserved for individuals whose involvement in the issue under investigation is reasonable certain.

(POA, 2011, Investigation, ch5, p183)

20. Who is a suspect?

Answer: Suspect is a person who is believed to have committed an offense based on accumulated evidence, proximity to the incident, motive, access to restricted areas, witness statements, etc.

(POA, 2011, Investigation, ch5, p183)

21. Who is witness?

Answer: Witness is any person other than a suspect, with information concerning an incident.

(POA, 2011, Investigation, ch5, p183)

22. In the most basic sense, the purpose of an interview is to …….

Answer: Aid an investigation into the truth.

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(POA, 2011, Investigation, ch5, p183)

23. In interview, questioning techniques should be …….

Answer: Objective, factual questions focused on obtaining evidence.

(POA, 2011, Investigation, ch5, p183)

24. The lease four objectives in an interview……

Answer: 1- to obtain valuable facts, 2- to eliminate the innocent, 3- to identify the guilty,4- to obtain a confession.

(POA, 2011, Investigation, ch5, p183)

25. The characteristic of general interview are…..

Answer: 1-non-accusatory, 2- dialogue, 3- variable environment, 4-private/semiprivate, 5- guilt unknown,6- no rights warning,7- not lengthy, 8- cooperation, 9- unstructured, 10- some planning, 11- note taking acceptable.

(POA, 2011, Investigation, ch5, p184)

26. The characteristics of confrontational interview……..

Answer: 1-accusatory,2- monologue, 3- controlled environment, 4- absolute privacy, 5- guilt indicated, 6- rights warning, 7- lengthy, 8- hostility, 9- structured, 10- extensive planning, 11-note taking inhibits.

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(POA, 2011, Investigation, ch5, p184)

27. To achieve the goal of the interview- truthful information- the interviewer must recognize……..

Answer: The emotions and feeling of the interviewee.

(POA, 2011, Investigation, ch5, p184)

28. What are the Maslow's human needs?

Answer: Maslow human needs are: 1- physiological or survival needs, 2- safety or physical and emotional needs, 3-affection needs, 4- esteem needs, 5- self-fulfillment needs.

(POA, 2011, Investigation, ch5, p184/185)

29. The theft triangle consists of:

Answer: 1- need or want (desire), 2- rationalization (motive), and 3- opportunity.

(POA, 2011, Investigation, ch5, p185)

30. A major factor in obtaining a confession is the…….

Answer: Interviewer's ability to help the offender form a socially acceptable rationalization for having committed the offense.

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(POA, 2011, Investigation, ch5, p183)

31. What sets the tone of the interview?

Answer: The interviewer's demeanor sets the tone of the interview.

(POA, 2011, Investigation, ch5, p186)

32. What indicates professionalism and expectation of a successful interview?

Answer: Making positive comments on the investigation, and the interview indicates professionalism and expectation of a successful interview.

(POA, 2011, Investigation, ch5, p186)

33. By utilizing the floating point strategy of continuously re-evaluating a hypothesis as information is obtained, an investigator can…….

Answer: Adjust questions accordingly.

(POA, 2011, Investigation, ch5, p186)

34. Give a characteristic of an inexperienced investigator:

Answer: Inexperienced investigators often neglect the skill of listening when interviewing suspects.

(POA, 2011, Investigation, ch5, p186)

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35. What are the characteristics of active listening?

Answer: Active listening includes: 1- attentiveness, 2-concentration, 3-acceptance, 4-detachment, 5- and patience.

(POA, 2011, Investigation, ch5, p186)

36. Enlisting the cooperation of the interviewee is the key to a…….

Answer: Successful interview.

(POA, 2011, Investigation, ch5, p186)

37. The most important factor of a successful interview is……..

Answer: The ability of the interviewer to establish a favorable rapport with the interviewee.

(POA, 2011, Investigation, ch5, p186)

38. A good interviewer does not assume…….

Answer: An adversarial role but should remain an objective and neutral fact finder.

(POA, 2011, Investigation, ch5, p186)

39. Untruthful interviewees often experience a ……..

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Answer: High degree of stress during interviews.

(POA, 2011, Investigation, ch5, p186)

40. An investigator should take a number of actions in preparation for an interview. What is the most critical of these preliminary actions?

Answer: The most critical of these preliminary actions is to learn the case information thoroughly.

(POA, 2011, Investigation, ch5, p187)

41. Optimally, before the interview, the interviewer knows few elements in detail, what are these elements?

Answer: 1- who will be interviewed, 2- what the interview is about, and 3- the conditions under which the interview will be conducted.

(POA, 2011, Investigation, ch5, p187)

42. How an interviewer can establish a rapport easily?

Answer: With knowledge of some personal characteristics of the interviewee, the interviewer can establish rapport more easily with interviewee.

(POA, 2011, Investigation, ch5, p187)

43. What aids in accurate evaluation of the interviewee's truthfulness?

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Answer: A proper understanding of the personal characteristics aids in accurate evaluation of the interviewee's truthfulness.

(POA, 2011, Investigation, ch5, p187)

44. Which type of investigator can go to great lengths to conduct a personality profile to identify an individual's mental, emotional and psychological characteristics?

Answer: Criminal investigators go to great lengths to conduct a personality profile to identify an individual's mental, emotional and psychological characteristics.

(POA, 2011, Investigation, ch5, p187)

45. What included in investigation action plan?

Answer: Investigative action must be planned with the end in mind; possible civil or criminal actions should always be considered.

(POA, 2011, Investigation, ch5, p188)

46. An interviewer who is in doubt as to the proper course of action should consult with ……

Answer: Legal counsel.

(POA, 2011, Investigation, ch5, p188)

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47. The interviewer should consider a number of factors in planning the interview which is……

Answer: 1- location, 2- time factors, 3-questioning order, 4- questions to ask, and 5- persons present.

(POA, 2011, Investigation, ch5, p188/89/90)

48. The choice of interview site depends on……

Answer: The nature and phase of the investigation, the apparent involvement of the interviewee, the issue of interviewee confidentiality, and the desired level of formality.

(POA, 2011, Investigation, ch5, p189)

49. A witness who has no other apparent involvement in the matter under investigation may be interviewed in…….

Answer: The office or at home.

(POA, 2011, Investigation, ch5, p189)

50. Which location would be preferred for a subject who is expected to be uncooperative?

Answer: For an interview with a subject who is expected to be uncooperative, a security office or interview room is the preferred location.

(POA, 2011, Investigation, ch5, p189)

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51. Flexibility and adaptability are required in……

Answer: The selection of interview locations.

(POA, 2011, Investigation, ch5, p189)

52. The need for interviewee confidentiality may dictate that the interview be conducted in…….

Answer: A discreet location.

(POA, 2011, Investigation, ch5, p189)

53. Describe an interview room:

Answer: The interview room should be free of unnecessary, distracting objects. A straight chair with a padded seat and back, and without rollers, should be provided for the interviewee.

(POA, 2011, Investigation, ch5, p189)

54. Generally, during the interview the distance between the subject and the investigator should be ……

Answer: About five feet.

(POA, 2011, Investigation, ch5, p190)

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55. Why the interview subject should always have a clear path to the room's exit?

Answer: The interview subject should always have a clear path to the room's exit. Otherwise, allegations of coercion or false imprisonment might be made and sustained.

(POA, 2011, Investigation, ch5, p190)

56. To obtain accurate information, interviewers should interview only……

Answer: One interviewee at a time.

(POA, 2011, Investigation, ch5, p190)

57. Write about time issues during an interview:
Answer: Several time issues must be considered in interviews: 1- time since the incident, 2- time scheduled for interviews in other investigations, 3- availability of the interviewee, 4- availability for the interviewer, 5- anticipated length of the interview.

(POA, 2011, Investigation, ch5, p190)

58. In an incident investigation, when should be the interview conducted?

Answer: The interviews should be conducted as soon as possible after the event to capture witnesses recollections while they are fresh.

(POA, 2011, Investigation, ch5, p190)

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59. In a business situation, the interview should be conducted during ……..

Answer: Business hours when the interviewee is expected to be working.

(POA, 2011, Investigation, ch5, p190)

60. Write the descending priority of questioning witnesses:

Answer: Witness who should be questioned are, in descending priority : 1- persons who are not likely to be readily available later, 2- persons believed to have the most pertinent information concerning the matter under investigation, 3-pesons who are likely to be hostile witnesses.

(POA, 2011, Investigation, ch5, p191)

61. The offender or offending group or hostile witnesses is interviewed…….

Answer: Last.

(POA, 2011, Investigation, ch5, p191)

62. Can random questioning bring success to an interview?

Answer: In general, random questioning is not productive and indicates a lack of professionalism, which the interviewee can readily observe.

(POA, 2011, Investigation, ch5, p191)

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63. Why the investigator may want to have a second person in the interview room?

Answer: The investigator may want to have a second person in the person in the room who can insulate the interviewer from potential accusations the interviewee and corroborate statements against interest, confessions, etc.

(POA, 2011, Investigation, ch5, p191/192)

64. If a witness to interview is present, he or she should sit to……..

Answer: The side of both the interviewee and interviewer and at a reasonable distance from them.

(POA, 2011, Investigation, ch5, p192)

65. If the interviewer and interviewee are of different sexes, it may be wise to include in the interview a witness of…….

Answer: The same sex as the interviewee.

(POA, 2011, Investigation, ch5, p192)

66. If interviewee confidentiality is concern, the interviewee should sit……

Answer: Facing away from the door.

(POA, 2011, Investigation, ch5, p192)

67. Write about the use of audio or video tool during an interview:

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Answer: An audio or video recording of the interview is a valuable tool for confirming statements made by all persons present. It helps confirm the voluntary participation of the interviewee and preclude charges of coercion.

(POA, 2011, Investigation, ch5, p192)

68. When an interview needs to be recorded without the interviewee's knowledge, prior consultation with……..

Answer: Legal counsel is critical.

(POA, 2011, Investigation, ch5, p193)

69. If the interviewee does not consent and discreet recording is not feasible, the interviewer must take…….

Answer: Notes.

(POA, 2011, Investigation, ch5, p193)

70. Write few elements an interview recording should capture:

Answer: An interview recording should capture at least few elements : 1- consent of the interviewee at the beginning, 2- date, time, and place of the interview, 3- complete identification of the interviewee, 4- identification of all persons present, 5- statement of possible uses of the information furnished, 6- identification of persons leaving the room and time of exit, 7- identification of persons entering the room and time of entry, 8- start time, stop time, and purpose of any breaks, 9- reaffirmation of the interviewee's consent to the interview and recording.

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(POA, 2011, Investigation, ch5, p193)

71. What are the primary question an interviewer should ask an interviewee before the interview begins?

Answer: Before the interview commence, the interviewee should be questioned as to alcoholic beverages consumed within the last 24 hours and as to any medication taken. The interviewer should note the quantity of alcohol and the name and dose of any medication.

(POA, 2011, Investigation, ch5, p194)

72. Someone who is excessively active, has dilated pupils, hasn't eaten or slept in days may be under the influence of ……..

Answer: amphetamines and at best unreliable.

(POA, 2011, Investigation, ch5, p194)

73. Does they physical and psychological condition of the interviewee have an effect?

Answer: The physical and psychological condition of the interviewee can have a profound effect on the reliability and admissibility of the information obtained.

(POA, 2011, Investigation, ch5, p194)

74. What is Stockholm Syndrome?

Answer: Hostage may form an emotional bond with their captors (known as the Stockholm syndrome) that render their interview suspect.

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(POA, 2011, Investigation, ch5, p194)

75. What is Pygmalion effect?

Answer: An interviewer could have a Pygmalion effect on the interviewee influencing the behavior. The Pygmalion Effect is a persistently held belief in another person such that the belief becomes a reality.

(POA, 2011, Investigation, ch5, p194)

76. What is the main concept of Pygmalion effect?

Answer: The main concept of Pygmalion Effect is that if you believe that someone is capable of achieving greatness, then that person will indeed achieve greatness.

(POA, 2011, Investigation, ch5, p194)

77. A person who is physically debilitated or psychologically stressed should not be subjected to a ……

Answer: Lengthy interview.

(POA, 2011, Investigation, ch5, p194)

78. Effect of prejudice in an interview:

Answer: An interviewee's prejudice toward an individual or group can contaminate the interview process and prejudice on the part of the interviewer will harm the entire process

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(POA, 2011, Investigation, ch5, p195)

79. Give an example of tort of slander:

Answer: It is tort of slander if an investigator deliberately and knowingly makes a false and damaging statement about the subject of an investigation.

(POA, 2011, Investigation, ch5, p195)

80. Does age have any effect on interview process?

Answer: Age can have a serious effect on the interview process. The investigator who spends a few extra minutes in friendly conversation may be rewarded with unexpected cooperation and detailed information.

(POA, 2011, Investigation, ch5, p195)

81. What are the key steps to take at beginning of an interview?

Answer: There are key steps to take at the beginning of an interview which are: 1- identifies the interviewee, 2- identify the interviewer, 3- clarify the interview topic, and 4- establish rapport.

(POA, 2011, Investigation, ch5, p196)

82. The function of the interviewer is to …….

Answer: Elicit information from the interviewee.

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(POA, 2011, Investigation, ch5, p196)

83. What is essential to establish rapport during an interview?

Answer: To establish rapport during interview, clear communication is essential, so a good rapport must exist between the interviewer and interviewee. A haughty or superior approach by the interviewer will to establish rapport between interviewer and interviewee.

(POA, 2011, Investigation, ch5, p196)

84. What should an interviewer do if an interviewee verbally attacks him / her?

Answer: If an interviewee verbally attacks an interviewer, the interviewer should remain controlled, understanding, and nonjudgmental.

(POA, 2011, Investigation, ch5, p196)

85. What is "Yes Conditioning"?

Answer: "Yes conditioning", generally elicits an affirmative response and facilitates the cooperation of the interviewee.

(POA, 2011, Investigation, ch5, p196)

86. During interview, the rapport between interviewer and interviewee can be accomplished by using……..

Answer: Hidden persuaders initiating a general discussion before direct questioning.

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(POA, 2011, Investigation, ch5, p196)

87. During interview, maintaining eye contact with the interviewee by the interviewer promotes……..

Answer: Rapport.

(POA, 2011, Investigation, ch5, p196)

88. The interviewer should begin with what type of questions?

Answer: Broad, general questions and then ask more specific ones.

(POA, 2011, Investigation, ch5, p197)

89. The initial question in the interview is normally ……

Answer: A request for the interviewee to relate the events in the matter under investigation.

(POA, 2011, Investigation, ch5, p197)

90. What are the common two types of questions asked during an interview?

Answer: In interviews, the two types of questions generally asked are open and closed.

(POA, 2011, Investigation, ch5, p197)

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91. To put an interviewee at ease, the beginning of the interview should contain what type of question?

Answer: "Closed" questions, which are specific questions that offer a limited number of possible responses.

(POA, 2011, Investigation, ch5, p197)

92. In the primary phase of interview, what type of question can occur?

Answer: A narrative type of question should occur.

(POA, 2011, Investigation, ch5, p197)

93. The basic interrogatives (who, what, where, why, and how) are most useful in formulating……

Answer: Open-ended questions.

(POA, 2011, Investigation, ch5, p197)

94. The open ended questions elicit a…….

Answer: Narrative answer, not a simple yes or no.

(POA, 2011, Investigation, ch5, p197)

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95. During the interview, the leading questions should be……..

Answer: Avoided.

(POA, 2011, Investigation, ch5, p197)

96. What are the verbal responses?

Answer: Verbal responses include both spoken and gestures and also vocal characteristics as tone, speed, pitch, and clarity.

(POA, 2011, Investigation, ch5, p198)

97. What are the non verbal responses?

Answer: Nonverbal responses include body movement and position changes, gestures, facial expressions, and eye contact.

(POA, 2011, Investigation, ch5, p198)

98. Write few cautions that need to be respected during an interview process:

Answer: During the interview process, few note of cautions need to be respected in regard to the verbal and nonverbal behavior which are : 1- no single word or nonverbal behavior automatically means a person is lying or telling the truth, 2-the assessment of a subject's truthfulness should be based on the overall behavioral pattern displayed, not on any single observation,3- evaluation of behavior symptoms should consider the subject's intelligence, sense of social responsibility, and maturity, 4- some behavioral characteristics that suggest

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deception may also be displayed by a truthful subject who feels fear, anxiety, anger, or mistrust.

(POA, 2011, Investigation, ch5, p198/199)

99. What are the indicators of truth?

Answer: Indicators of Truth : 1- Answers are direct and spontaneous,2-One answer for a given question,3- Harsh, realistic words, such as rob, rape,4-Speak clearly,5- Exhibits a reasonable memory,6- Offers general denials.

(POA, 2011, Investigation, ch5, p199)

100. What are the lie signs?

Answer: Lie Signs : 1- Delays response or repeats question,2-Evasive answers,3-Irrational, fragmented sentences,4- "memory problems",5- Use verbal "coatings",6- Overly factual answers,7-Façade of religion or oaths,8- Nervous laughter or wisecrack camouflage,9-Likely to challenge minute details of factual information offers very specific denials.

(POA, 2011, Investigation, ch5, p199)

101. Deceptive subjects respond to questions with…….

Answer: Complicated, detailed explanations that include factual information and are overly broad for the questions.

(POA, 2011, Investigation, ch5, p200)

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102. What are the characteristics of pathological liars?

Answer: Pathological liars are likely to invent stories when relating the actual facts would be simpler and more convenient.

(POA, 2011, Investigation, ch5, p200)

103. A verbal response coupled with nervous laughter or a wisecrack is a common attempt to…….

Answer: Camouflage deception.

(POA, 2011, Investigation, ch5, p200)

104. What are the signs of truthful person?

Answer: During the interview, the truthful person : 1- make general, sweeping denials, 2- offers unqualified, direct, and spontaneous answers, 3- exhibits a reasonable memory, 4- responds to questions in a rational manner and a clear tone of voice;

(POA, 2011, Investigation, ch5, p200)

105. What are the signs of deceptive person?

Answer: During the interview, the deceptive person :1- offers very specific denials, 2- avoids realistic words, 3- makes seemingly irrelevant comments, 4- gives delayed, evasive, or vague answers, 5- exhibits an unusually poor, selective, or remarkable memory, 6- qualifies answers or users religion or oaths to supports statements, and 7- speaks in an irrational, fragmented, mumbled, or subdued manner.

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(POA, 2011, Investigation, ch5, p201)

106. Nonverbal behavior is responsible for…….

Answer: More than half of the information and meaning of a message communicated in a conversation.

(POA, 2011, Investigation, ch5, p201)

107. Physical activities of the deceptive person may be categorized into the general types……

Answer: 1- significant posture change, 2-grooming gestures and cosmetic adjustments, 3- supportive gestures.

(POA, 2011, Investigation, ch5, p202)

108. Physical deceptive activities grooming gestures and cosmetic adjustments include……

Answer: 1- rubbing and wringing the hands, 2- stroking the back of the head, 3- touching the nose, earlobes, or lips,4-picking or chewing fingernails, 5- shuffling, tapping, swinging, or arching the feet, 6- rearranging clothing or jewelry, 7- dusting, picking lint from, or pulling threads on clothing, 8- adjusting or cleaning glasses, 9- straightening or stroking the hair.

(POA, 2011, Investigation, ch5, p202)

109. Physical deceptive activities supportive gestures include ……..

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Answer: 1- placing a hand over the mouth or eyes when speaking, 2- crossing arms or legs, 3- hiding the hands or feet, 4- holding the forehead with a hand, 5- or placing the hands under or between the legs.

(POA, 2011, Investigation, ch5, p202)

110. The posture of truthful people during interview which are…….

Answer: 1- sits upright but not rigid, 2- positions himself or herself in front of the questioner, 3- leans toward the questioner when making a point, 4- appears relaxed and casual.

(POA, 2011, Investigation, ch5, p202)

111. The posture of a deceptive people which are……..

Answer: 1- slouches or leans back in the chair, 2- sits unnaturally stiffly, 3- sits off to the side, not directly in front of the questioner, 4- pulls elbows close to the side, arms folded and locked in front, with legs crossed, 5- exhibits rapid and erratic posture changes.

(POA, 2011, Investigation, ch5, p202)

112. An important nonverbal sign is……..

Answer: The suspect's degree of eye contact with the interviewer.

(POA, 2011, Investigation, ch5, p202)

113. Deceptive people generally do not look directly at the interviewer; they look……

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Answer: Down at the floor, over to the side, or up at the ceiling.

(POA, 2011, Investigation, ch5, p202)

114. What is the cornerstone of any investigation?

Answer: Evidence is the cornerstone of any investigative decision.

(POA, 2011, Investigation, ch5, p203)

115. The interviewer who shows respect for the culture of the interviewee will establish ……..

Answer: Rapport more easily.

(POA, 2011, Investigation, ch5, p203)

116. What is the history of BAI?

Answer: The Behavior Analysis interview (BAI) was first developed about 40 years ago by the John E. Reid, founder of John E Reid & Associates.

(POA, 2011, Investigation, ch5, p204)

117. Define BAI

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Answer: A BAI is a systematic evaluation of a subject's verbal and nonverbal behavior during the course of a structured interview in which both investigative and behavior-provoking questions are asked.

(POA, 2011, Investigation, ch5, p204)

118. Common investigation questions are:

Answer: Investigative questions are who, what, when, where, why, and how of the incident.

(POA, 2011, Investigation, ch5, p204)

119. How you will define behavior provoking question?

Answer: Behavior-provoking questions in a BAI are designed to draw out specific verbal responses or behavior that can be studied to distinguish between a truthful person and a person who is lying.

(POA, 2011, Investigation, ch5, p204)

120. Write few examples of behavior proving questions:

Answer: More than 30 behavior-provoking questions have been developed and used during BAI's. The examples of these questions which are used in credit cards stolen investigation: 1- purpose question, 2- you question, 3- knowledge questions, 4- suspicion question, 5- vouch question.

(POA, 2011, Investigation, ch5, p204)

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121. Give an example of purpose question?

Answer: Purpose question: what is your understanding of the purpose of this interview? The truthful response provides an accurate description of events. The deceptive subject's response is a vague and nonspecific description of events.

(POA, 2011, Investigation, ch5, p204)

122. Give an example of you question:

Answer: You question: it is the shortest distance to identifying the offender. The example is "over the past several weeks we have had a number of credit cards disappear from the bank and specifically the mail room. If you had anything to do with stealing these missing cards, you should tell us".

(POA, 2011, Investigation, ch5, p204)

123. Give an example of knowledge question:

Answer: Knowledge question: the example "do you know for sure who did steal any of the missing credit cards?" The truthful subjects often volunteer suspicion and the deceptive subject gives a brief, unemotional denial.

(POA, 2011, Investigation, ch5, p204/205)

124. Give an example of suspicion question:

Answer: Suspicion question: the example "who do you suspect may have stolen these missing credit cards?" The truthful subject gives the question careful thought and a deceptive response without giving the question any careful thought.

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(POA, 2011, Investigation, ch5, p205)

125. Give an example of vouch question:

Answer: Vouch question: the example "is there anyone with whom you work who feel is above suspicion and would not do anything like this?"The truthful subject will give the question thought and typically eliminate possible suspects and the deceptive one, will not vouch for others. This question is also known as a "trust question".

(POA, 2011, Investigation, ch5, p205)

126. What is considered the most effective process for persuading a deceptive suspect to tell the truth?

Answer: The Reid Nine Steps of interrogation process is considered the most effective process for persuading a deceptive suspect to tell the truth.

(POA, 2011, Investigation, ch5, p205)

127. The Reid Nine Steps of interrogation process is generally conducted only when……

Answer: The investigator is reasonably certain about the suspect's involvement in the fact.

(POA, 2011, Investigation, ch5, p205)

128. What are the steps of Reid Nine?

Answer: The Reid Nine Steps of Interrogation process are : 1- Positive Confrontation, 2-Theme Development, 3-Handling Denials, 4-Overcoming Objections, 5-Keeping a Suspect's

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Attention, 6-Handling a Suspect's Passive Mood, 7-Presenting an Alternative Question, 8-Having the Suspect Relate Details, 9-Converting an Oral Confession.

(POA, 2011, Investigation, ch5, p205/206/207/208)

129. Define positive confrontation phase:

Answer: During positive confrontation phase, after an exchange of greetings, the interrogator confronts the suspect with an accusation of guilt. This type of accusation is made only when the suspect's guilt seems very clear. Otherwise, the statement should be less direct.

During positive confrontation phase, following the confrontation, the interrogator pauses to evaluate the suspect's reaction to the statement and then repeats the initial statement of involvement. Then the interrogator sets the investigation file aside, sits down directly opposite the suspect, and makes a transition to a sympathetic and understanding manner.

130. How to handle denials?

Answer: In handling denials, the interrogator should interject a blocking statement whenever the suspect inters an "I didn't do it plea because the more often the suspect denies guilt, the more difficult it becomes to admit later.

(POA, 2011, Investigation, ch5, p206)

131. How innocent suspect reacts during interview?

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Answer: The innocent suspect generally will not ask to make a statement but will, instead, without any display of etiquette, promptly and unequivocally maintain innocence.

(POA, 2011, Investigation, ch5, p206)

132. Most suspect's objection statements can be categorized in two general groups…….

Answer: 1- trait objections, 2- factual objections.

(POA, 2011, Investigation, ch5, p206)

133. Give example of trait objections:

Answer: "I wasn't brought up the way" or a person who would do something like that is really stupid" are example of trait objections.

(POA, 2011, Investigation, ch5, p206)

134. Give examples of factual objections:

Answer: "I don't even have the safe combination, "I didn't even know him", or "I don't need the money" are the examples of factual objections.

(POA, 2011, Investigation, ch5, p206)

135. While converting an confession into written, what are the formats that can be used?

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Answer: One of four formats can be used: 1- statement written by the suspect, 2- statement authored by the interrogator but read and signed by the suspect, 3- statement taken down by a secretary or stenographer and transcribed into a typed document for the suspect to read and sign, 4- recorded statement (audio or video) by the suspect.

(POA, 2011, Investigation, ch5, p208)

136. State few characteristics of confrontational interview:

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